

# NEWSPRENT



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James Soto, Prent Costa Rica Process Technician, uses Infinity QS SPC software to measure a part's thickness to ensure it meets agreed-upon customer standards.



## Quality Accolades Stacking Up in Costa Rica

Although in operation just three years, Prent Costa Rica keeps chalking up quality accolades from customers. 2015 marked the second year with zero complaints.

In fact, customers are singing the facility's praises. Here's what three customers are saying about Prent Costa Rica:

- "Prent is not just a supplier, they've become a partner."
- "We receive exceptional customer service from Prent: from the quality of the product, to the weekly deliveries, to friendly, quick responses."
- "As a Buyer, working with Prent has been great. We always receive their product in the exact quantities and when it's really needed."

### What's Behind the Success?

"Quite simply it's the great effort and vigilance by everyone on our team," answers Juan Carlos Touma, Prent Costa Rica Plant Manager.

"Our employees have a deep-rooted

quality mindset and understand that a package is really an integral part of a medical device."

### One Less Thing to Worry About

"OEMs are telling us when they first considered opening a facility in Costa Rica they were relieved they could count on Prent for their thermoforming needs. It was one less thing to worry about," says Touma.

For our existing USA customers, the decision to move tools and new projects to Costa Rica has been relatively simple, since they know our capabilities and quality.

### Voice of Customer is Critical

"Customer Service is what makes Prent a leader in Costa Rica," notes Touma. "We listen very carefully to the Voice of Our Customer: what they want, what they need and what we can do for them."

"When one customer asked us to help them find a way to reduce inventory, we introduced a customized Kanban System," he reports. "Thanks to the close proximity of our two facilities, we're now able to keep just two weeks of inventory on-hand and make weekly deliveries. They love it!"



*"We receive exceptional customer service from Prent: from the quality of the product, to the weekly deliveries, to friendly, quick responses."*

- Prent Costa Rica Customer



*"Customer Service is what makes Prent a leader in Costa Rica. We listen very carefully to the Voice of Our Customer: what they want, what they need and what we can do for them."*

- Juan Carlos Touma, Prent Costa Rica Plant Manager

## Quality Systems Ensure Conformity, Uniformity, Traceability

Medical device manufacturers understand the vital need to only work with packaging suppliers who can meet their strictest quality requirements with complete traceability. That's why the world's largest OEMs have come to rely on Prent's comprehensive Quality Assurance procedures to prove their packages meet those requirements.

"Our quality system follows a Plan-Do-Check-Act methodology to coordinate continuous improvement," explains Dave Henry, Prent Vice President of Quality. "It all begins with understanding customer requirements, providing robust designs, utilizing process controls to provide defect-free products—and verifying the outputs at various toll gates throughout the process."

Prent is a leader in conducting stringent and complex process validation, utilizing process capability studies, Cpk/Ppk indexes such as 1.33 for variable data and attribute evaluations to prove critical functional dimensions.

Some of the computerized tools which we use to certify all parts are manufactured to exact, agreed-upon specifications for uniformity and tolerance include: Magna Mikes and CMM (coordinate measuring machine) with vision and touch probe capability. This equipment automatically feeds and stores critical dimensions directly in our Infinity QS quality software to verify and evaluate production.

We also offer customers a complete range of value-added statistical data measurements to satisfy regulatory requirements; from a 30-piece process capability study to a rigorous IQ, OQ, PQ process validation to ensure traceability and repeatability.



### INTERNATIONAL TRADESHOWS

#### MD&M WEST 2016

February 9-11, 2016  
Anaheim Convention Center,  
Booth 2033  
Anaheim, CA, USA

#### HEALTH PACK 2016

March 15-17, 2016  
Astor Crowne Plaza, Booth 40  
New Orleans, LA, USA

#### MEDTEC SHENZHEN 2016

March 16-17, 2016  
Shenzhen International Square,  
Booth 511  
Shenzhen, CHINA

#### CHINA MED 2016

March 26-27, 2016  
China National Convention Center  
Beijing, CHINA

#### MEDTEC EUROPE 2016

April 12-14, 2016  
Messe Center, Hall 7, Stand 27  
Stuttgart, GERMANY

#### CMEF SHANGHAI 2016

April 17-20, 2016  
National Expo Center  
Shanghai, CHINA

#### MEDTEC JAPAN 2016

April 20-22, 2016  
Tokyo Big Sight Exhibition Center,  
Booth 3209  
Tokyo, JAPAN

#### MD&M EAST 2016

June 14-16, 2016  
Jacob Javits Center, Booth 1639  
New York, NY, USA

#### MD&M MINNEAPOLIS 2016

September 21-22, 2016  
Minneapolis Convention Center,  
Booth 1616  
Minneapolis, MN, USA

#### LIFE SCIENCES FORUM COSTA RICA

October 9-11, 2016  
San Jose, COSTA RICA

#### MEDTEC SHANGHAI 2016

October 26-28, 2016  
World Expo Exhibition & Convention Center,  
Booth D308, H3  
Shanghai, CHINA

#### PACK EXPO 2016

November 6-9, 2016  
McCormick Place, Booth E-6707  
Chicago, IL, USA



# The Tool Center of the Future... Is Here Today

## PRENT IS FIRST THERMOFORMER TO INTRODUCE AUTOMATED TOOLING

If you want to see the Thermoforming Tool Center of the Future, look no further than the multi-million dollar re-invention of the Tool Room at Prent's World Headquarters in Janesville, WI.

"After two years of planning and remodeling, the changes are absolutely revolutionary. There's nothing else like it in our industry anywhere in the world," reports Don Handrow, Prent's Vice President of Product Development.

Day-to-day operations in the large new tool complex are extremely dynamic.

- New vertical format mills have been installed which can machine 63" parts in one set-up.

- Horizontal Machine Centers are coupled with a specialized tool racking system that automatically loads and unloads its own tools using a servo-controlled trolley. Logic technology and sophisticated programming also allows the system to make its own decisions about tooling schedules to maximize machining hours.

"We've created a truly 24/7, lights out, hands-free system for milling tools with the highest accuracy and repeatability," explains Handrow. "Nobody in our industry or the custom molding business has such a sophisticated system that maximizes the Tool Room capacity like ours."

"We expect to dramatically increase our tool output for customers around the world," he continues. "This is an advancement in our industry in which we are continuing to lead the way and is part of our commitment to continuously invest in core equipment."

These new "smart" systems are dramatically

reducing down-time by giving the milling spindles an opportunity to work nearly 24 hours a day.

In the Horizontal Machine Center, an automated trolley picks up an aluminum tombstone, places it in a CNC machine and begins milling it. After the tool is completed, the system automatically places it on a rack. Then, the trolley returns to pick-up another tombstone to start the next job.

An internal monitoring system can recognize a malfunction or off-spec part causing the system to stop, then put the partially completed tool away and start working on the next scheduled part.

Adjacent to the Tool Room is a large new Sample Department for prototyping designs before tools are cut. Inside the large clean room environment, three sample formers provide customers with parts to review.



New vertical format mills have been installed as a part of a multi-million dollar re-invention of the Tool Room at Prent's World Headquarters.

**"The new Tool Room is part of our commitment to continuously invest in core equipment, streamline processes, boost project flow, improve overall tooling quality and decrease lead times. For customers, that means they'll get finished packaging faster to accelerate their product releases and profitability."** - Don Handrow, Vice President of Product Development

## Facility News

### JANESVILLE •

#### Making Workplace Fitness Convenient

A state-of-the-art Fitness Center just opened at Prent's World Headquarters. The 3,000 sq. ft. facility features top-of-the-line Matrix Equipment consisting of 14 pieces of selectorized strength training equipment, 12 pieces of cardio equipment, free weights and functional training equipment.

The gym furnishes televisions, full service locker rooms and showers.

"With the addition of our Fitness Center, we're trying to make it as convenient as possible for employees to exercise," according to Mitch Benson, Prent Sr. Vice President of Manufacturing Services, who along with Sean Dill, HR Manager, was responsible for the design, installation and equipment selection for the Center. "Luckily," laughs Benson, "it comes in the nick of time, when Wisconsinites often find themselves hibernating inside for the winter."

The equipment offers a little something for everybody and every fitness level. Whether it's a light workout on weight machines, an intensive effort on the treadmills, a spin around the world, or a brisk outdoor walk followed by a shower in the Fitness Center locker rooms, we hope the new facility will make exercise easier and more convenient for our employees and spouses.

"This initiative is just another extension of our company culture and commitment to employees' comfort, safety and health," notes Benson. "Where there's a healthier way to do something, Prent will follow that path."



A 3,000 sq. ft. Fitness Center—complete with locker rooms and showers—recently opened at Prent's World Headquarters in Janesville.

### DENMARK •



European interest in Prent's thermoforming capabilities drew heavy traffic to Prent's COMPAMED booth during the four-day Dusseldorf show.

#### Prent Denmark in European Spotlight

Prent Denmark attracted huge interest from international OEMs during the recent Compamed Show in Dusseldorf, Germany—which lived up to its reputation as one of the largest medical trade fairs in the world. With thousands of professionals from Europe, Asia and the America's jamming the show floors, Prent brought a Show Team to accommodate the strong interest in our global design and thermoforming capabilities including: Tom Schaffner, Director of North American Sales; Peter Bay, Denmark Managing Director; Philip Astrup Madsen, Denmark Sales Engineer; Frank Henriksen, Denmark Area Sales Manager; and Kevin Wong, Malaysia Sales Manager. By the end of the four-day show, Prent not only connected with many of our existing customers but opened the eyes of prospective customers about how Prent delivers flawless, identical medical packaging to companies throughout Europe and around the world.



## GLOBAL STANDARDIZATION

Nearly 50 years ago, Prent became a thermoforming leader by standardizing manufacturing equipment and processes. For our customers, this business model helped pave the road to their international success.

At its most basic level, the role of Prent's Manufacturing Department is to deliver flawlessly made packages to our customers all around the world. To achieve flawless production, Prent has long understood it must totally control and standardize the manufacturing processes from top-to-bottom. That's why nearly half a century ago, we began building our own matched thermoformers, machining our own tools, extruding our own material, designing our own enterprise system software, and more.

#### Matched Equipment Leads to First ISO Certification

This early focus on standardizing equipment and systems lead to a high level of cross-department collaboration. The end result? Lean manufacturing principles established a deep foot-hold in our corporate culture. In turn, this focus on standardization provided a natural pathway for Prent to become the first thermoformer to become ISO 9000 certified.

For our global customers, this ability to thermoform consistent, high quality packages has given them peace-of-mind, cost savings and an international competitive edge.

#### Staff Meets at Global Manufacturing Summit

Today with nine facilities scattered around the world, maintaining global manufacturing standardization is more important than ever. For two decades, we've provided continuous training to key international staff through regular visits to our World Headquarters.

But now the tables are turned. We're inviting senior hands-on manufacturing staff from around the world to gather at other Prent facilities for Global Manufacturing Summits. These events allow our production experts to meet face-to-face, tour each other's facilities and discuss what's working, what's not and which best practices might be refined.

"The Summits are taking manufacturing standardization to the next level," explains Mark Rothlisberger, Vice President of Manufacturing – Americas.

During our first Global Summit at Prent Puerto Rico, we also discovered an important bonus. "The interaction of manufacturing staff was exciting and extraordinary," reports, Ron Steurer, Vice President of Manufacturing. "We can see so much more coming out of these Summits. Barriers are breaking down, people are getting to know each other. They feel comfortable picking up the phone and calling their counterpart across the globe to discuss projects—just as if they were in the office next door."



Some of Prent's manufacturing leaders attending a Global Manufacturing Summit, recently held at Prent Puerto Rico were: (clockwise from the railing) Gaia Lenz, Director of Manufacturing; Ron Steurer, Vice President of Manufacturing; Mark Rothlisberger, Vice President of Manufacturing – Americas; Juan Carlos Touma, Plant Manager of Prent Costa Rica; Peter Bay, Denmark Managing Director and Victor Nazario, Plant Manager of Prent Puerto Rico.



#### It's All in Prent's Private Cloud

More than 10 years ago, Prent began tackling the challenge faced by all companies: to eliminate information silos. But when different IT programs are cobbled together—by different departments—at different locations, the result can lead to frustrating, time-consuming, error-prone systems.

Thus began the commitment to create TES, Prent's own in-house global enterprise system. It needed to include modules for product development, customer relationship management, estimating, finance, manufacturing, planning, scheduling, quality assurance and much more.

"In the end, the development of TES was incredibly successful," reports Steve Zimmerman, Prent's Chief Information Officer. "It helped Prent transform into a truly integrated global thermoformer with a common platform at all locations."

Now, that system is being enhanced and re-engineered into TES 2.0, a web-based system hosted from Prent's private cloud.

It's an essential tool for successfully managing the exploding demand from multinational customers for their global packaging needs. It's giving them peace-of-mind knowing Prent has rock-solid systems and processes in place to ensure global uniformity and quality.

TES 2.0 is allowing employees anywhere in the world to simultaneously work on various aspects of the same projects, at the same time, in the language and system of measure they prefer.

"It's an incredibly complex, yet flexible system," he continues. "And it's here today. I don't think there's another medical packaging thermoformer anywhere in the world that can match the sophistication and versatility of our enterprise system. It's providing a high level of consistency and clarity in communication, thereby eliminating potential errors caused by miscommunication."

#### Tool Standardization Gives Customer's Global Flexibility

Prent Tool Rooms around the globe utilize standardized, modular mount tooling components to simplify quick tool changes on our matched thermoformers. Such lean tooling means any tool can be run on any Prent thermoformer—anywhere in the world, thus giving customers greater flexibility should their demand change.

## PRENT SERVICE AWARDS

### Janesville Service Awards

**5 Years**  
Adam Case ..... Global Pricing Specialist  
Jill Case ..... Inspector/Packer  
Crystal Fleming ..... Inspector/Packer  
Kelli Giddley ..... Production Planner/Scheduler  
Lauren Gutoski ..... Inspector / Packer  
Dave Henry ..... Vice President of Quality Assurance  
Jeffrey Hoverson ..... Mechanic  
Briane Loveland ..... Sampler  
Shelley Ortega ..... Inspector/Packer  
Ashley Thofne ..... Executive Assistant  
Maribeth Wade ..... Inspector / Packer  
Brianna Williamson ..... Inspector / Packer

**10 Years**  
Brian Bowman ..... Warehouse Person  
Kathryn Bruegger ..... Inspector/Packer  
Patty Burrow ..... Accounts Payable  
Michael Cass ..... Machine Operator  
Scott Fiedler ..... Utility/Preventative Maintenance  
Tanya Gomez-Alverson ..... Inspector / Auditor

Barbara Moore ..... Inspector/Packer  
Jeremy Rote ..... Warehouse Person  
Melodi Williams ..... Inspector/Packer  
Carrie Winnie ..... Inspector/Packer

**15 Years**  
Beverly Baker ..... Lead Quality Associate  
Jerry Boehning ..... Maintenance Mechanic II  
Roger Dean ..... Senior Manufacturing Engineer  
Jeff Hertz ..... Technician  
Mandi Lewis ..... Mechanic  
Sharon Schoeder ..... Lead Quality Associate  
Diane Woychik ..... Inspector/Packer  
Matthew Yanchik ..... Technician

**20 Years**  
Hedi Abis ..... Inspector/Packer  
Elaine Bailey ..... Quality Assurance Inspector / Auditor  
Beth Demmon ..... Quality Assurance Inspector / Auditor

**25 Years**  
Cynthia Badtke ..... Inspector / Packer  
Maxine Crawford ..... Inspector/Packer

Dana Gudgeon ..... Material Handler  
Luis Vega ..... Unit Manager  
Alberta Schultz ..... Sampler  
Lori Terry ..... Inspector / Packer

**35 Years**  
Terry Erdman ..... Technician

### Flagstaff Service Awards

**5 Years**  
Larry Lane ..... Quality Inspector/Auditor  
Scott Negroni ..... Mechanic  
Mark Rothlisberger ..... Vice President of Manufacturing — Americas

**10 Years**  
Edith Crank ..... Inspector/Packer

### Puerto Rico Service Awards

**5 Years**  
Carol Almodovar ..... Inspector/Packer  
Victor Nazario ..... Plant Manager

Julio Vazquez ..... Warehouse Person  
Luis Vega ..... Lead Quality Associate

**10 Years**  
Joel Chacon ..... Sales Representative

### Malaysia Service Awards

**5 Years**  
Muhammad Shawal Bin Husin ..... Line Leader  
Safarin Bin Jaffar ..... Admin. Assistant  
Ram Babu Adhikari ..... Tooling Controller  
Shyam Prasad Ghimire ..... Regrind Operator  
Tarba Ghate ..... Regrind Operator  
Tek Bahadur Thapa Magar ..... Asst. Line Leader  
Mary Anna Anak Jawak ..... Manufacturing Associate  
Chow Woon Fui ..... CNC Machinist  
Mohamad Bin Bakar ..... Security Guard  
Sazali Bin Mohtar ..... Security Guard

**10 Years**  
Sim Chee Woei ..... Senior Design Engineer  
Choo Woon Ping ..... Senior Process Engineer

Ramammah A/P Ramalu ..... Store Assistant  
Aslidan Binti Abdulla ..... MA eader  
Ram Chandra Pangenji ..... Manual Machinist  
S.Norasikin Binti Supok ..... Manufacturing Assistant  
Maziah Binti Mohammad ..... Manufacturing Assistant  
Zaijol Bin Yahya ..... QA Leader  
Idham Bin Ariffin ..... Technician  
Siti Nur Baiyah Binti ABD ..... Manufacturing Associate

**15 Years**  
Muhamad Izan Bin Ibrahim ..... Process Engineer  
Siek Say Wee ..... Design & Tooling Manager

### Denmark Service Awards

**5 Years**  
Rikke Cebula ..... Sales Coordinator  
Thomas Bendixen ..... Tool Technician



Visit Prent in Booth #2033  
at MD&M WEST  
February 9-11 in Anaheim,  
California. For  
complimentary admission,  
log onto Prent's website for  
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**MALAYSIA •**

**Annual Dinner Honors  
Malaysian Employees**

It was an elegant night at the Renaissance Hotel in Johor Bahru, Malaysia, site of the Annual Prent Malaysia Dinner and Dance. Included in the evening's festivities were employee singing and dancing routines, plus the recognition of three outstanding people as "Employees of the Year." Honored for their great working attitude, being a team player and contributions to Prent Malaysia were L to R: Safarin Bin Jaffar (Administrative Assistant), Al Muhazam Shah Bin Hussein (Process Engineer) and Man Bahadur Basnet (Assistant Line Leader).

In addition, Service Awards were given out to 20 individuals.

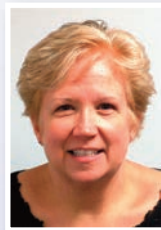


Congratulations to three staff members who were honored as "Employees of the Year" during recent ceremonies. Pictured L to R are: Safarin Bin Jaffar (Administrative Assistant), Al Muhazam Shah Bin Hussein (Process Engineer) and Man Bahadur Basnet (Assistant Line Leader).

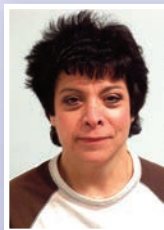
*Best Wishes to Retirees!*

**• JANESVILLE RETIREES**

**DONELL VANLOO**  
Inspector/Packer • 33 years  
After 33 years of service to Prent, Donell is excited about having more time with her granddaughter, plus traveling around the USA.



**MARY ELLEN WIERZBA**  
Lead Quality Associate • 32 years  
For 32 years Mary Ellen was busy helping Prent maintain quality standards. Now, she will be busy enjoying life to its fullest. She's looking forward to more time with her family, reading and sewing. And within the next two years, she plans a trip to Poland, Germany and Denmark.



**ELAINE MCKEOWN**  
Inspector/Packer • 19 years  
After retiring in August, Elaine moved back to Pennsylvania to be closer to family and friends. She's looking forward to spending more time with them and just enjoying life as it comes.



**BEVERLY FRITZ**  
Inspector/Packer • 14 Years  
Although Bev has not yet made any really big plans for retirement, she knows she's ready to enjoy life and the grandkids!

**KATHY HOPPER**  
Inspector/Packer • 9 Years  
This Winter, Kathy plans a four-month hiatus in Florida. She also bought an RV and plans to take her motorcycles out for plenty of road-time. She's looking forward to seeing more of her grandkids and enjoying her train hobby.



**• FLAGSTAFF RETIREES**

**RUTH NALIBORSKI**  
Quality Associate • 22 years  
After 22 years in our Flagstaff Quality Department, Ruth looks forward to enjoying life to its fullest, plus more time with her family and grandkids.



**TOM COLUNGA**  
Machine Operator • 17 years  
Tom recently retired after 17 years as a Machine Operator. He's looking forward to spending time with his family and doing projects around the house.

