

INSPECTION TECHNOLOGY

TIAMA TOOLINGS SERVICES

when expertise meets quality,
price and reactivity

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Being a developer and manufacturer of technology does not only involve supplying equipment. It also means following up supply with service and assistance. Tiamo shows how having customer support as priority is not just beneficial for clients, but can also be a decisive point when clients choose their machinery and equipment.



Tiamo
CUSTOMER
support

INSPECTION TECHNOLOGY

Specific infeed screws



Tiama considers customer support as a main priority in its service strategy. This is why a real offer with a full range of services has been developed to be able to help customers with their daily stakes and challenges. The Toolings' activity is fully in line with this strategy.

Tiama counts more than 3800 carousel machines installed throughout the world. When providing machines, its goal is to build a long term partnership with glassmakers. Ensuring a full service linked to variable elements and bottle handling for these machines is one of the steps required to reach this goal.

Glassmakers always have to face regularly changing production campaigns and increasing articles' customization. One of Tiama's strong points is to be able to answer customer needs with customized toolings sets for all types of container productions including cylindrical articles, non-round articles, pharmaceutical, jars... The firm delivers genuine parts for article handling such as: neck and body starwheels, infeed screws, outfeed guides, blocking starwheel, plugs...

A GROWING BUSINESS ACTIVITY

From 2,400 starwheels sold in 2016 to more than 3,500 starwheels in 2018 all over the world adapted to very different customer needs, the Toolings activities are continuously increasing. The first quarter of 2019 shows very good results for Tiama with around 1,500 starwheels already ordered.

The Tiama service department also supplies approximately 80,000 standard rollers and more than 9,000 specific rollers per year to respond to market demands. The company also supplies around 1,000 standard infeed screws and more than 250 specific ones fully adapted to

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Starwheels

"PIT-STOP" mounting
starwheel"PIT-STOP"
starwheel
portions

that seemed impossible to figure out at first glance.

For better efficiency, Tiama's experts keep records of all the ordered references and precise machine definitions in sum ups files. They also provide assembly layouts to give key information to customers in order to help adjusters and optimize job changeover time.

Tiama's teams are capable of providing a complete comprehensive view of a customer product-mix in accordance to its carousel machines. They offer full support of future projects with tooling set anticipation and new detections. Customers benefit from their expertise to optimize machine performance with the possibility to conduct trials at Tiama's premises or at customers' glassplant.

TIAMA EXPERTS' GUIDING PRINCIPLES

Reduction of job changeover time, ergonomics and removal of repetitive movements to improve

working conditions are guiding principles for Tiama Toolings experts.

The simplification of roller replacement by creating a more ergonomic and easier system to fix the axis on the starwheel, while remaining economically justified is one of the actions conducted by Tiama. In other words, they found a way to definitively fix an axis on a starwheel. The company's experts were inspired by a crimping principle to design an axis with a specific surface that will be inlaid into the plastic material of the starwheel during assembly. With the "PIT-STOP" roller solution (Quick changeover), washer axis and screws belong to the same single component that are permanently fixed onto the starwheel; no more risk of losing components and considerably reduced replacement time.

Many tightening processes were analysed and tested to propose an ergonomic solution inte-

grating three main specifications to save as much time as possible for every job change: manage various thicknesses of starwheel/fast change with only one tool/efficiency of assembly.

With time, the small finishing parts of the starwheel can become defective and even break locally. Thanks to the "PIT-STOP" starwheel portion, operators no longer need to remove and replace the whole starwheel, with the risk of disturbing machine settings. Instead, only the defective part

is replaced, without troubling the carousel machine, all in less than five minutes.

As quality is essential for Tiamo, the choice of the most adapted toolings materials (different thicknesses, parts machining, material quality...) are carefully selected and validated to offer optimized detection performance and avoid any impact on glass items. It is a way to ensure the best adaptation of the material to machine configuration and the lowest possible article friction coefficient. Tiamo keeps improving as a company to guarantee better quality and customer satisfaction. That's why customers' claims ratio was reduced to less than 0.4% last year.

Tiamo Toolings services are essentials to make sure that carousel machines are always working at their best level. Thanks to Tiamo's experts, customers can save time and money, improve operator working conditions and be confident that their machines will inspect the containers properly. ■



"PIT-STOP" rollers

