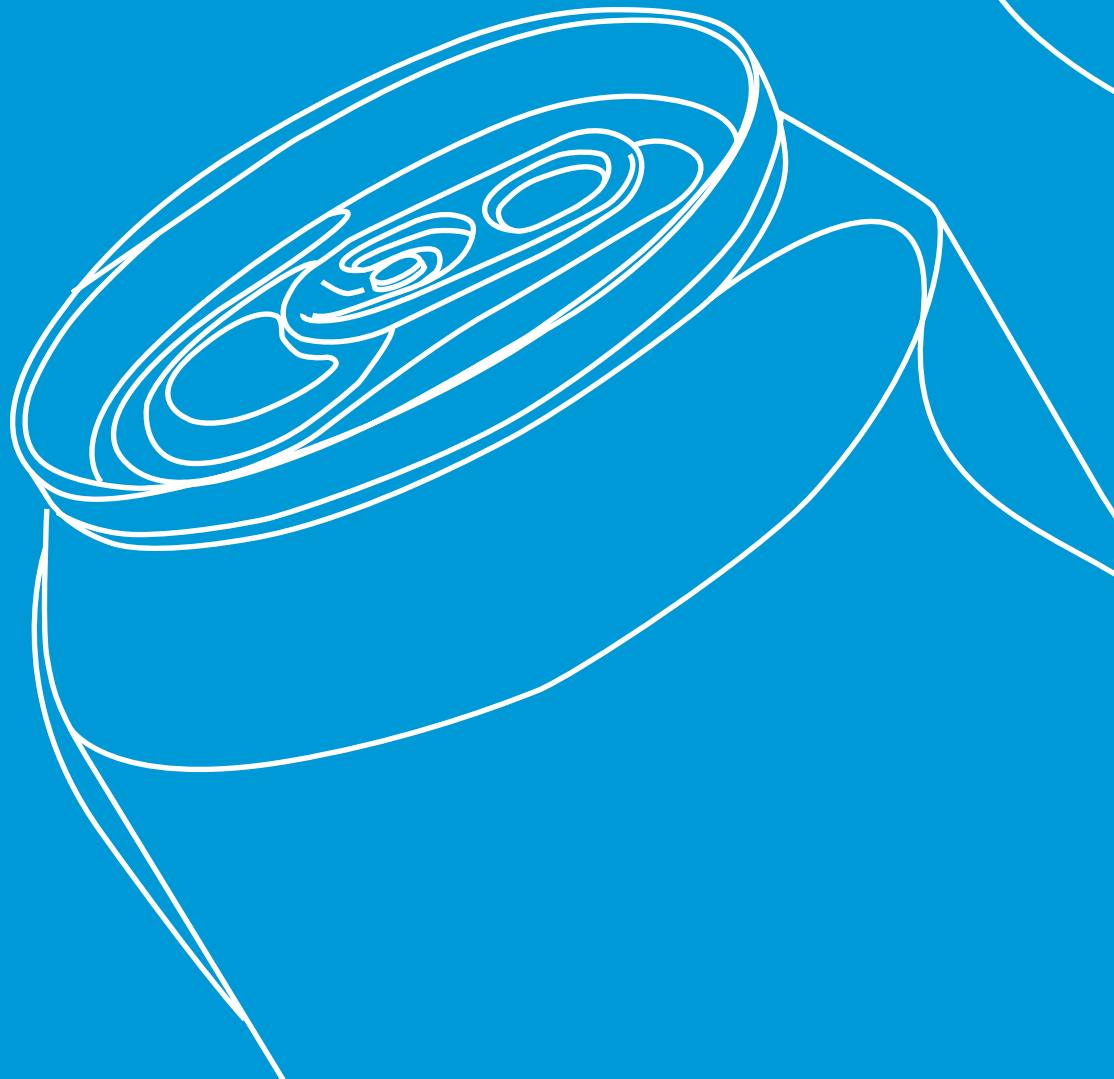


Customer Technical Service (CTS)



Customer Technical Service (CTS)

Our Customer Technical Service (CTS) team is dedicated to optimising the performance of our packaging on over 400 customer filling lines.

Our experts are local technicians who know our customers' needs and can speak your language. They know exactly where to look and how to make your filling facility even more efficient.

Our service portfolio ranges from simple technical assistance to a comprehensive audit of an entire customer filling facility.

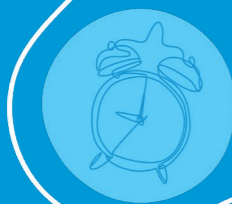
By adopting the latest in technological analysis and industry best practice we are able to match the efficiency of our packaging to individual customer requirements with the aim of improving overall performance.



>350 customers



>45 countries



>15,700 service hours*



>1,300 reports*

*average per year

Overview

- 1** **General support**
 - Regular visits
- 2** **Training**
 - Seam specialist training
- 3** **Line equipment services**
 - Seamer control and adjustment
 - Seamer start up assistance
- 4** **Audit**
 - Complete filling line
 - OEE based audit
 - Filled goods supply chain
- 5** **Project services**
 - Filling line performance improvement
- 6** **Laboratory analysis**
 - Beverage corrosivity test
 - Test packs
 - Seam integrity test
 - Process water evaluation
 - Can filling simulation
 - Root cause analysis

General support

The general support of our CTS team provides one with a customised service programme conducted by trained technicians you can count on - no matter the challenge. Our experts are local technicians who know our customers' needs, who are very familiar with our customers' production lines and who can speak your language.

Regular visits

Regular visits by the CTS team provide our customers with the comfort of knowing their filling lines are being routinely serviced to prevent potential issues before they occur (an independent pair of eyes).

Benefits

- Extensive filling line know-how applied directly to your lines
- Early detection of irregularities
- On-site solutions
- Regular adjustments to optimise your line (e.g. seamer).



Training

Our CTS training is a valuable opportunity for our experts to share their vast experience in the can and end making business with you. Our training programmes range from specific training for line operators, to broader training for everyone working directly or indirectly with our products. Individualised training can be created to suit your needs.

Seam specialist

Our seam specialist provides a great source of knowledge to help increase know-how of seaming operations within your organisation. Our experienced service technicians share their knowledge with the training participants, enabling you to solve many seamer related issues.

Benefits

- Experienced local trainer
- Trained seamer operators with in-house know-how
- Higher line performance
- Improved product quality
- Scrap reduction
- Optimisation of seaming process
- Risk prevention and reduction
- Development of new seaming techniques.



Line equipment services

With the CTS line equipment services, our customers have one less concern related to their operations. Whether it is to routinely conduct a performed seam control and adjustment or assistance during a seam start-up, our line equipment services are tailored to ensure your lines are optimised.

Seamer control & adjustment

With seamer control and adjustment, our CTS team offers you an important service to prevent unforeseen seamer downtime. Seaming parameters, customised to your specific applications and designed to maximise seaming quality can easily be achieved by our experienced team.

Seamer start up assistance

Be ahead of the game with seamer start-up assistance by the Ardagh Customer Technical Service. Our experienced service technicians set out to provide a smooth seamer start-up after a service or overhaul. We also work alongside OEM* equipment suppliers to ensure mutual start-up goals.

Benefits

- Increase of filling line performance
- Experts who know your equipment
- Technical know-how of seaming operations
- Identification and solving of seaming issues
- Consistently high seaming quality.

Benefits

- Real experts who know your facilities from their regular visits
- Extensive filling line know-how
- Technical know-how of seaming operations
- Reduction of scrap and poor quality of filled cans
- Increased filling line output
- Independent of OEM* suppliers.



Audit

The Ardagh CTS audits are designed to identify untapped potential in your operation. Our experts see many different filling lines and together with industry best practices they know exactly where to look. Our CTS team will find opportunities for improvement, which in turn has the potential to improve your bottom line.

Complete filling line

The complete filling line audit provides transparency of current filling line performance and product behaviour, in order to uncover opportunities for improvement.

OEE* based audit

An OEE* audit offers you complete transparency of the current efficiency of all equipment and the steps associated with the filling process. Our experts measure and compare the performance of each process step against industry best practices. Improvements of 5% or more are common.

Filled goods supply chain

The audit of the filled goods supply chain focuses on the handling of your products after they are filled. This includes handling after the filling line, the logistics operations, and any special situations (e.g. container packaging). We strive to ensure your customer receives a perfect product.

Benefits

- Detailed knowledge of all steps within the filling process
- Higher performance of all steps within the can filling process
- Enhancement of product quality and line output.

Benefits

- Higher outputs – more valuable during peak season
- Higher efficiency thus better utilisation of available resources
- Potential to reduce production costs
- Reduction of “out of quality“ products and scrap benefit more yield.

Benefits

- Identification of filled goods supply chain issues
- Experience in container packaging
- Reduction of issues related to filled good handling and storage
- Potential reduction of product losses
- Development of agreed solutions.

*Overall Equipment Efficiency



Project services

Our CTS project services are tailored programmes to increase the line performance or leverage the improvement potential identified in an audit. Special project services are available upon request.



Filling line performance improvement

A filling line performance improvement initiative is the logical sequence following an audit. The findings and improvement potentials identified during an audit i.e the upgrading of filling line performance and the enhancement of product quality are implemented together with you.

Benefits

- Enhanced line performance
- Skilled and trained Customer Technical Service personnel to support seamless implementation
- Industry-specific experience
- Optimisation of processes
- Improvement of product quality and line reliability
- Higher satisfaction of your performance.



Laboratory analysis

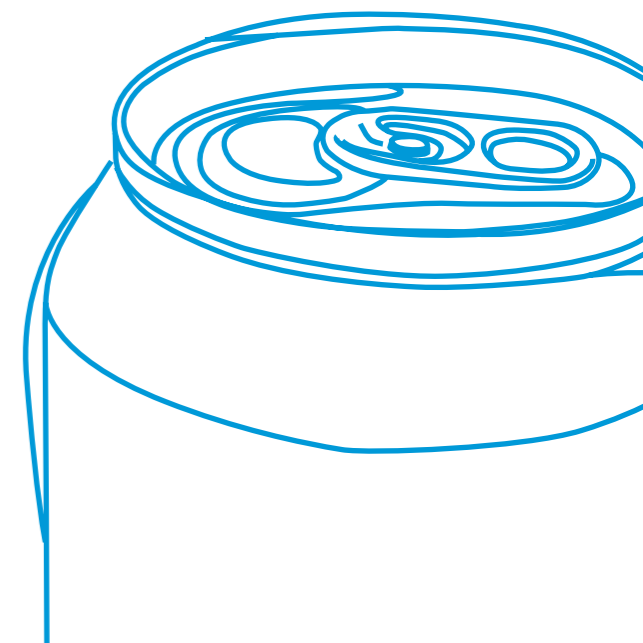
The Ardagh Metal Packaging laboratory offers a wide range of specific analytical techniques and capabilities. It strives to exceed the existing industrial standards by using up-to-date methodologies in areas such as material and chemical analysis.

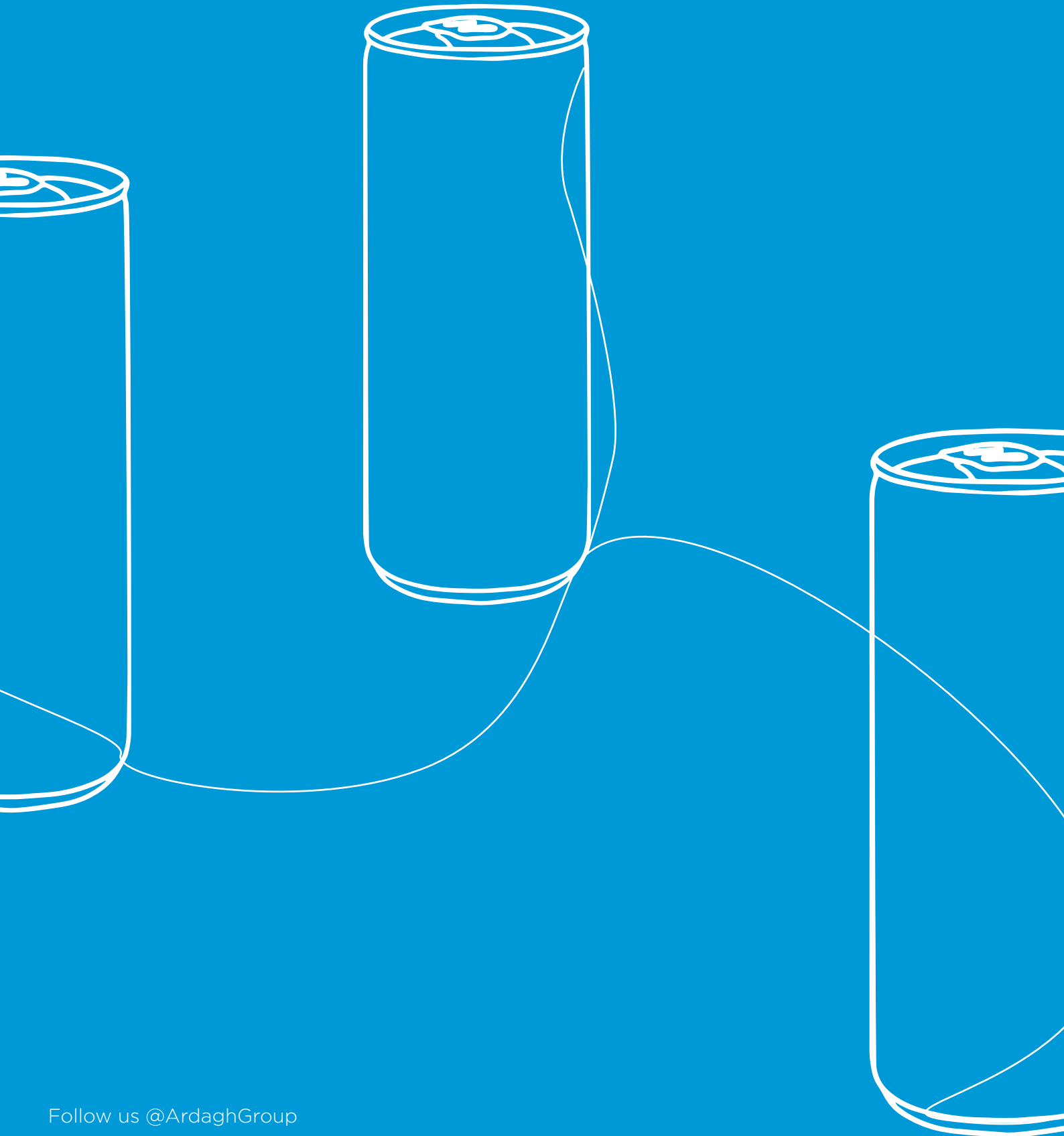
Our experts support the development of innovative packages for the future and ensure the correct behaviour of our customers' products.

Tests and benefits

- A unique beverage corrosivity test (BCT) to provide reliable information on the shelf-life and behaviour of new drinks prior to launch
- A test pack analysis programme to monitor migration and stability of beverages in a new package
- An electrochemical metal analysis to check the customers' seamer quality and predict metal migration (Rp* evaluation)
- A customer's process water evaluation to identify any risk potential for corrosion
- A can filling capability to simulate real filling conditions and qualify new packages
- A comprehensive root cause analysis to identify and solve complex quality issues.

*Polarisation Resistance





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