

The story of **FAMOR ENGINEERING** - an enduring legacy in glass

At Famor Engineering all machinery is produced in-house and this is an important advantage for our old and new customers.

Every year we set ourselves new goals, we challenge the market to try to reach them, it's an important commitment and we know that the "future depends on the success of all of us", a combination of quality and talent.

Today Famor Engineering supplies a wide range of forming machines and accessories for hollow glass. We are located on the outskirts of Turin, in an industrial area north of the city on an area of 2.000 square metres.

Experience is hardly lacking for a company with a tradition of hollow glass machinery manufacture that hails back to 1977. It's why a consistent goal at FAMOR ENGINEERING remains that of continuing along its road of sustained progress. In this article we trace some of the key milestones along the company's journey.





EQUIPMENT RANGE

The fact that all its equipment is manufactured internally in its factories, where the new high-tech generations of production and quality control are used, is an important advantage for the competitiveness of Famor Engineering.

The company is, and always has been, focused on new realisation and improvement of the following equipment:

- Platinum system
- Gob feeder
- Press and Blow machine
- Press machine
- Spinning machine
- Individual Section – IS
- Big container forming machine
- Billet casting machine
- Fire polishing machine and accessories
- Handling and transfer equipment
- Glass tools



'OUR FUTURE DEPENDS UPON US ALONE'

For years now Famor Engineering has been a successful operator in the internal market, within Europe and in the Mediterranean basin.

Here the company's rise is marked by its ability to solve specific glassworks problems by offering high quality technology and machinery 'like a tailored suit'. Indeed the combination of technical and commercial experience in the hollow glass sector, as well as the deep knowledge of construction mechanics, have jointly contributed to the development of its working methods, based respectively upon knowledge, quality and innovation - all at the right cost.

Results obtained over the years have consistently shown that this approach exceeds itself in correctness.

To be underscored too is the speed and efficiency of its customer service, adding to a winning set of working methods that are clearly appreciated within the company's market sector. This is demonstrated by the number of machines and equipment sold annually, as well as by the loyalty with which customers return for their new investments. Here Famor typically has motivational signs appended to its

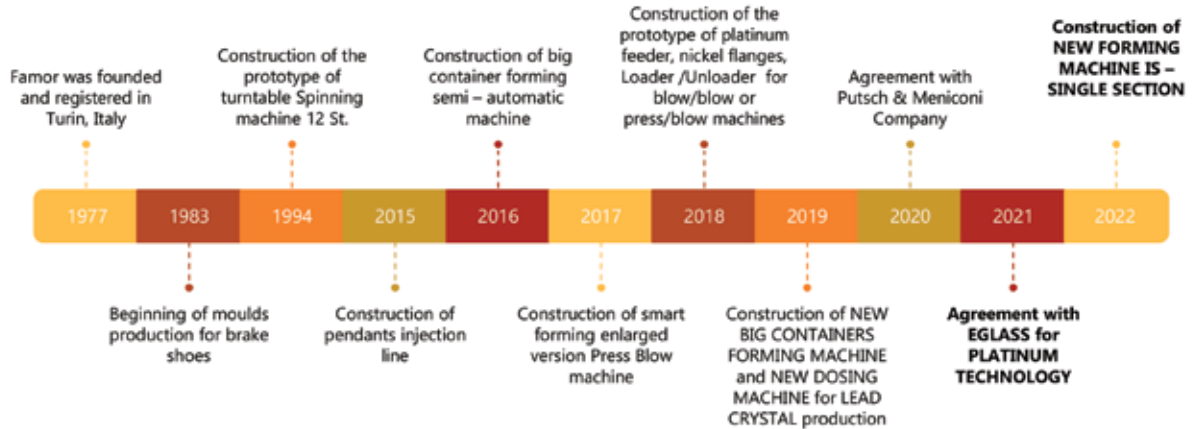
walls with key messages for all staff. Coveted among these is one which reads: "The customer who leaves for the price will return sooner or later for the service whereas the customer who leaves owing to poor service won't return at any price."



COMPANY INTRO



Famor Engineering milestones



SOME MILESTONES

Technical department

The engineering department comprises three separate divisions - the first being mechanical, staffed by employees who use 2D and 3D software.

Today the company has added a further division staffed by a mould design expert in which customers' ideas are realised to the point of delivering a genuine sample of the finished product. This then allows customers to equip machines with moulds that are ready for production. Connected to this same division is a team of expert glassmakers who are available for both training and new productions - a service for all customers, including those who wish to become so. The third division, namely the systems office, deals with pneumatics, hydraulics, electronics and supervision - with entire projects ranging from the first technical specification to the hot commissioning of the machine or forming line.

Services

Complete customer satisfaction is the principal strategy of Famor Engineering and customer service support is among the company's main activities in striving to achieve that goal. Here's why it has a network of representatives and service cen-

tres in many countries - providing support and easy communication in local languages via its hotline service.

Famor offers the following full service range:

A guarantee service, with all service details individually



agreed with each customer and with conditions usually stated in the contract. The standard warranty period is 12 months, which can be extended to up to 24 months.

A post guarantee service of small, medium and large overhaul with each overhaul having its own frequency schedule and duration:

1. Small overhaul occurs every two years and is for the exchange of used parts.
2. Medium overhaul occurs every four years and is for the exchange of critical mechanisms.
3. Large overhaul occurs after 10 years and is for general repair - usually including an upgrade.

Here the customer selects the preferred service package as required - for which an annual fee is paid. These customers will clearly privilege certain priorities over others.

Customer satisfaction

Continuous learning creates opportunities and spreads the seeds of change to ensure that Famor Engineering has totally

satisfied customers. The sharing of information develops abilities and strengthens ideas, which is why Famor Engineering provides the resources and the know-how to overcome challenges and achieve optimum results. Indeed the company puts its faith in the performance of both the individual and the team - all as a means towards meeting the future in full preparedness.

Quality management

Famor Engineering has implemented and improved the Quality Management System, to control the entire order fulfilment process:

1. Technical specification
 2. Design
 3. Construction
 4. Testing
 5. Shipment
 6. Installation and commissioning at the end customer
- The above steps allows man-



agement to have a complete, calibrated view of each line on offer and/or in production at any given moment - thereby acting as a meeting point for all technical offices to ensure they work in groups by sharing documents and technical information, also to avoid incompatibilities in the final product. ■



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