

Customer-centricity at SCHIATTI: the anatomy of innovation

The singular importance of listening to customers as frontline innovation partners. This was a key takeaway from SCHIATTI ANGELO at Vitrum this year after Glass Technology International Senior Editor Nick Fouché spoke to Co-owner Cinzia Schiatti about some of the interesting technologies her company has been developing over 2023.

GTI: Cinzia, what can you tell us about Schiatti Angelo performance in 2023 in comparison with the previous year?

Cinzia Schiatti: 2022 was an interesting year. We enjoyed significant success globally - a trend that went on to see further improvements over 2023. This year we've witnessed some developments respecting production - with a greater focus, in machine terms, upon double edging as compared with vertical straight grinding. Of course, that change has warranted no small modification of our existing double edging machine to ensure even greater performance enhancement.

GTI: Any work-in-progress products you'd like to comment on?

CS: Sure, though I must underscore here that it's always 'work-in-progress' at Schiatti Angelo. Looking from the outside one might assume that our machines look always the same but once you delve deeply into the technological aspects you quickly notice that this is hardly the case. Minor improvements





are always there - even if they may initially pass unnoticed. And that's precisely what keeps us constantly abreast of the market - and also well-placed among the big players. Bear in mind too that, going forward, continually-evolv-

ing customer needs have us consistently updating year-by-year. For instance, we're currently working on creating a radius for glass corners on our double edging machine. At the moment we're at the prototype phase. However, I can report that we're at a

good point with the technology now and so we're confident we'll soon be seeing improvements here. That's what our customers are asking of us - and, in the end, it's they who are our greatest innovation partners.

GTI: Finally, can you talk about how Schiatti Angelo products are reassuring customers today in terms of energy savings?

CS: With pleasure! Here we're always seeking to reduce energy use as much as possible. Anyone looking at machines similar to our own will notice that those of Schiatti Angelo consume less energy when compared to what's currently out there on the market. So respecting that target we've always aimed very high indeed. Of

course, this big concern coincides with a time when we're all super attentive to energy costs - which, as we know, have been identified as a big problem for everyone. Consequently, we always want to drive savings as much as we can in this area without sacrificing the performance of our machines.

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