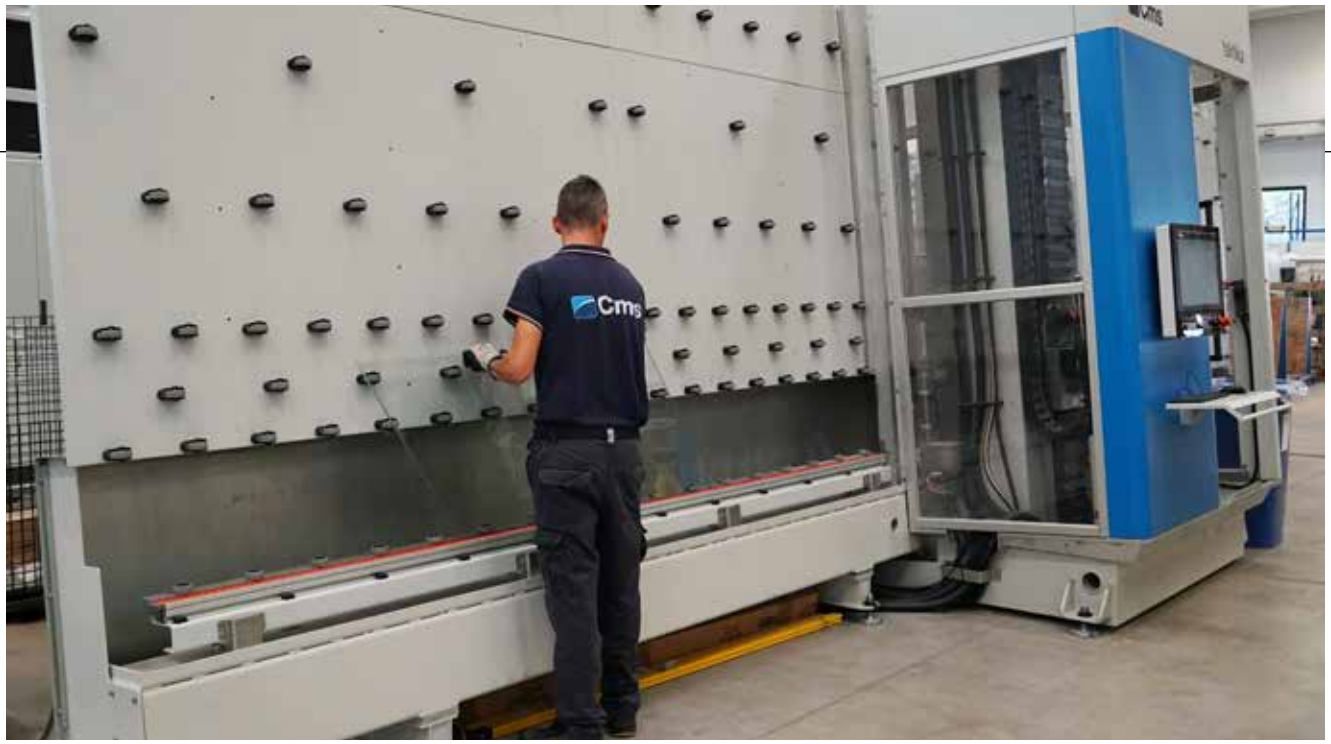
Fine-tuning CMS service success via breakthrough partnerships

With more than 30 years of experience in the sector, Oliviero Ghisalberti is engineering manager of the Stone, Glass and Metal Business Units at CMS - all of which play a strategic role in developing advanced technological solutions for glass fabrication. Our GTI editorial team spoke to him recently about the engineering department he leads - which was created years ago to work in synergy with the company's Glass Business Unit.

GTI: Oliviero, with every career path having its own peculiar story, what's yours? How did you discover the world of machine tools and what led you to this point in your career?

Oliviero Ghisalberti: When I started looking for work as a boy, I was lucky enough to find a job in Zogno, at CMS Brembana which is now known as CMS SPA. It produced machine tools. I started as a wiring electrician, and after a year and a half they gave me the chance to join the customer service team, which was always responsible for following installations and training courses. I've been in that role ever since, which now numbers

Oliviero Ghisalberti



many years. The passion for working with machine tools in this way made me stay. The company has grown and so have I - and I'm now head of the engineering department.

GTI: Speaking of the engineering department: when was it created and what was its original purpose?
OG: The Cms engineering department was set up in 2004 due to the need for a relationship with customers that lies between sales and technical department - acting as a bridge. Since Cms stands for 'Costruzione di Macchine Speciali' (special machine construction), we felt the need to support customers with high technical expertise from the outset. This allowed us, and it still does, to propose and develop solutions tailored to our customers' needs. The "customer service" department is now called commissioning and, within Cms, engineering is an important bridge between the sales offices and those who test and install machines. Suffice it to say we're the ones who agree to the various acceptance tests for special projects with customers.

GTI: Looking at the present, how are you structured today? And how many people work in engineering?
OG: There are nine people in total. The team is divided into two specialist areas that work together in synergy: process engineering and product engineering.

GTI: What is process engineering exactly?
OG: This area is dedicated to research and development to continue expanding and deepening process expertise. Our experts are also responsible for producing custom estimates, times and demonstration processes to meet customers' specific needs. The team is composed of highly qualified people with vertical expertise in technological processes and CMS glass machines. To give you a practical example, when a customer needs to develop a custom process, the solution comes from a combination of their needs and our experience. Among the various examples, I'll tell you about a customer that processes curved glass. In particular, it needed to rework the edge of the glass after bending it, but due to the limits of the bending process, the actual geometry of a curved workpiece often deviates from the theoretical one. It was therefore necessary to find a solution that would allow the machine to know what the actual 3D geometry was before processing, in order to complete it accurately. We therefore developed a curved glass prober that would allow us to measure the actual geometry of the workpiece before processing. We also developed dynamic tool wear correction for tools that work in 3D space, something that didn't exist before then, or rather, was only possible when working on flat surfaces. With this function, we have given the customer the ability to automate curved workpiece polishing, making the process faster and more reliable.

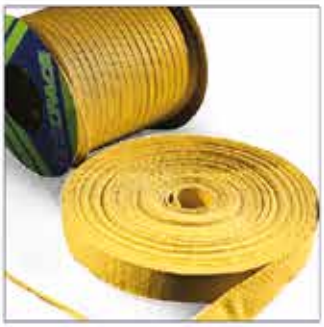
GTI: Tell us about product engineering.
OG: It's the CMS atelier: this team focuses on design and is responsible for supporting the sales department in proposing customized stand-alone machines or automated systems conceived to meet the specific needs of customers who turn to CMS.

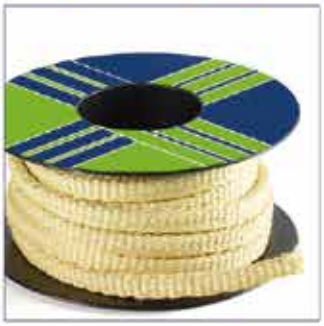
GTI: This is another aspect one should hardly

take for granted. Any example project you can mention?
OG: Yes, of course, there are many, actually. For example, a large customer working in the white appliances sector was expanding its production, and needed to design a new glass grinding and drilling system for the refrigerated display cases they produce. They turned to CMS and gave us the target cycle times they needed to achieve for their higher volume parts. They showed us drawings of the parts and the layout of the space they had available in the new factory they were building. Based on this data, we proposed a fully automated system, with a Speed horizontal machining center with two spindles and a rotary table, which met the customer's productivity and layout goals. We put the glass fabrication phase in parallel with loading, unloading, handling and washing. The customer only took care of bringing the stands with the unprocessed glass to a special station and retrieving those with the finished glass from another station. Equipped with an electronic controller and two six-axis robots the CMS system managed everything else independently.

GTI: How do you see the future of engineering and can you identify any upcoming challenges?
OG: Engineering is certainly one of CMS's vital organs. The people in CMS must first have passion and then be very eclectic and willing to put themselves to the test. We range from research and development to customer relations and special component design. In terms of process expertise, we're also an important reference for the entire company. We must continue to study and work enthusiastically to improve. I've always been aware that innovation is not just something the market, and therefore the company, needs, but has always been something people need. Conveying this to my collaborators is essential to ensure that CMS remains at the forefront and is always able to give its customers added value.

High TEMPERATURE GASKETS

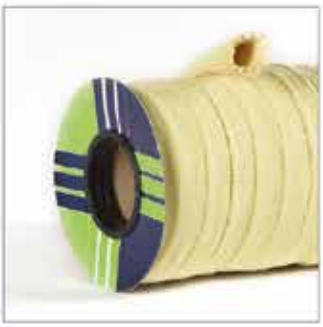


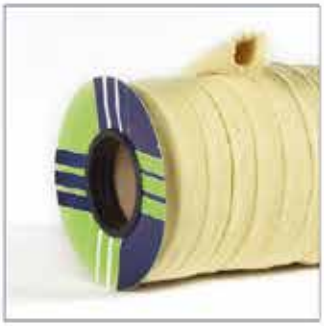


Texpack srl is a manufacturer of various products for the protective coating of rolling rollers in tempering furnaces in the flat glass industry and conveyor belts. For example:

1200N
Aramtex® discontinuous filament tapes
Aramtex® tapes are produced using 100% pure paraaramid yarns with discontinuous filaments, which are usually woven in several layers.

1210N
Aramtex® continuous filament tapes
Aramtex® tapes are produced using 100% pure paraaramidic yarns with continuous filaments, that are usually woven in several layers.





Texpack also produce textiles for the glass industry: roller coatings for tempering furnaces in flat glass production, as well as coverings for molding dies or handling clamps for hot glass.

1200C
Aramtex® discontinuous filament sleeve
The Aramtex® sleeve is produced using 100% pure aramid yarns with discontinuous filaments that provide it with greater softness and good mechanical resistance at a lower cost compared to sleeves made with continuous filaments.

1210C
Aramtex® continuous filament sleeve
The Aramtex® sleeve is produced using 100% pure aramid yarns with continuous filaments that give it better mechanical properties than discontinuous filament sleeves.

TEXPACK®

Texpack® srl - unipersonale - Via Galileo Galilei, 24 - 25030 Adro (BS) Italia Tel. +39 030 7480168 - Fax +39 030 7480201
info@texpack.it - www.texpack.it