

impulse

Issue 2/2015

Employee and business partner magazine

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Worldwide standards

*Strategic alignment of
Quality Management*



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Four decades in Nufringen

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A father reports

Wilfried-Ensinger-Stiftung 14
Well building in Torpa



Dear Reader,

There is something that happened a few months ago which surprised a lot of political observers: The Chancellor offered an interview to a “YouTuber” who was unknown to most of the population. Florian Mundt picks out current topics for comments and discussions in a video blog which he publishes twice a week as “LeFloid”. His commenting style uses nervous mimicry and fast-moving clips and images. And yet: he comes straight to the point and is decisive in the opinions he puts forward. And, he invites the community to join in to the debate.

LeFloid’s channel on YouTube is watched by over 2.7 million subscribers, most of whom are teenagers. Never before have so many youngsters spent half an hour of their time listening to the Chancellor, as Florian Mundt pointed out afterwards. The video has been accessed four million times to date – partly because the subjects discussed are those affecting a younger audience. Anyone was free to submit questions in advance to #NetzfragtMerkel – Net asks Merkel.

Like many others, I was disappointed by the interview. LeFloid didn’t stand a chance. He was nervous, she was fully in control. Mundt’s attempts to pin her down on half-answered questions simply bounced off Merkel’s hard exterior. Does this make it a bad thing or even unprofessional, as many of the media commented? Not as I see it: What Florian Mundt was aiming to do was bring the Head of Government a step closer to his community. Here was a chance for many youngsters to pose questions they felt strongly about.

In some cases, the answers were even enlightening.

My generation is fond of criticising how youngsters use the net: Kids and teenagers spend too much time surfing, real friendships take a back seat, oversimplified quick commenting can encourage discrimination. Though, what is more difficult than criticising is offering up a viable alternative. In my view, the Internet is an excellent lever to stimulate discussion. Of course, finding the right format is key. Forming discerning opinions takes time and effort – but hasn’t this always been the case?

We would do well to point our children’s use of the Internet in the right direction rather than try and block it. However we try to prevent it, they will in any case spend far more time surfing the net than we do. Shouldn’t we be trying to use our life experience to give them a valuable aid to navigation? Our generation would also be well advised to dip into the world of social networks, which aren’t just about self-presentation. What is going on in this world helps us understand the issues that concern tomorrow’s adults today. Armed with this insight, we can help guide our children on the way towards social responsibility. With this in mind, I would recommend, no matter what your age, not to miss the interview between LeFloid and the Chancellor: <https://youtu.be/5OemiOryt3c>
Yours

Roland Reber

Questions, suggestions, different opinions? Write to us at impulseredaktion@de.ensinger-online.com

Impressum

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Greeting customers with a welcoming, friendly design: the new showroom is officially opened

Showroom in Singapore

Warehouse and customization service opened

Ensinger has opened a new warehouse and customization service in Singapore. Located right next to the head office of Asia Holding, the new premises offer an ideal opportunity to showcase the company’s range of stock shapes. The team designing the showroom-style layout also focused strongly on the details. “After all, you never get a second chance to make a first impression,” says Managing Director Jan van Schaik.

The warehouse staff value the well-lit work environment and vacuum lifting devices which make lifting the plastic panels and rods easy. The new warehouse offers a full range of services. After selecting the length and thickness or diameter of the material, customers can then choose the final grinding and planing requirements.

>>> Austria: the move to Seewalchen

With the completion of the new building in Seewalchen am Attersee, the Austrian subsidiary moved into its new premises this summer. The modern production and administration building will be officially opened in October. The new address is:

**Ensinger Sintimid GmbH,
Ensingerplatz 1,
A-4863 Seewalchen, Austria,
Tel. 00 43 (0) 7662 88 788 0**



“Sometimes I have to probe deeper”

Quality is a central pledge that Ensinger makes to its customers. Head of Quality Management Christian Wöldecke talks about what's involved in ensuring the pledge is honoured.

■ You concentrated on Quality Management from an early stage in your career. What is it that attracts you to this field?

Quality Management interfaces with every other area of the company. Determining the strategic alignment of a QM system involves an enormous amount of creative scope. At Ensinger, we are not concerned just with procedures and fields of responsibility assigned to the different divisions and the service centres, but also with the tasks performed by individual teams. Alongside exchanging on the international level, I consider direct contact with customers and suppliers to also be important. This often provides the opportunity to observe other companies from the inside.

What are Ensinger's strengths – and what do we need to work on?

Our employees are highly committed and have a strong sense of identity with the company. This is something I notice at all the different locations. Ensinger has targeted markets which are known to be particularly challenging, including automotive and mechanical engineering, semiconductors and medical products. This is why enormous importance is attached to product quality. However, potential for improvement does exist when it comes to the efficiency of procedures and the creation of standards – for instance in product development and also the complaints procedure, which are still dealt with differently in the individual divisions.

How do the personnel responsible for quality in the divisions coordinate their activities?

To step up cross-division communication, alongside regular telephone conferences we also stage workshops twice a year. These are used to elaborate standards and improve our own procedures. We have laid the foundation for a standardized QM system with the qualification of process auditors and by performing mutual audits.

How do you go about aligning processes?

The task of establishing the certified quality standard in all the global units is para-

“We have laid the foundation for a standardized QM system with the qualification of process auditors and by performing mutual audits.”

mount. Then the directives established by Central Quality Management are transposed into work instructions at all the different locations. All employees are able to access these documents. But we can only achieve the very highest level of product, process and service quality if our quality standard is actively practiced across the whole company, by every individual employee.

What is the significance of the changeover to ERP for Quality Management?

For Ensinger, changing over to SAP means the opportunity to define business processes and then to harmonize these over all the divisions and service centres. This starts with master data management. Who enters the data? Who maintains it? Which departments have to be informed in case of changes? These are simple but vital questions. More extensive issues include supplier management, quality planning, complaints management and, as I mentioned before, the product engineering process.

From the colleague perspective, QM is often associated with less attractive activities such as audits ...

Audits are not intended to catch people out, but offer an opportunity to recognize risks for our company and uncover potential for improvement: “There's something I need to do here, there's something I could do there”.

... and dealing with complaints ...

Even when it comes to complaints, a Quality Manager takes away a positive message. A complaint is honest feedback from a customer. In many cases, customers prefer to say nothing and just go straight to the competition – this is something we are not aware of straight away as a manufacturer. But if we are informed about the existence of a problem, we have an opportunity to find the root cause and gradually introduce improvements. The job of the quality manager is to work through the necessary processes: Why didn't we detect this error? Why didn't we take this risk into account in our product engineering process? This is how we arrive at the core of the problem and we know what we have to change. In many cases the problem comes down to an error in communication. This is why we systematically check whether communication interfaces are functioning as they should.

How do you deal with the situation when colleagues and employees resist change?

Failing to question things right from the start does not help a company to advance. When people tell me: “We've always done it like this, we know it works”, then it's my job to probe deeper to achieve an improvement. Many employees are given more authority to take decisions nowadays than used to be the case. But this also means that they assume responsibility and they have to know who to involve in taking these decisions, or when a problem needs to be escalated. Clarity and honesty are vital as far as I'm concerned. We are a team, and the ability to be frank and open is a key component of any functioning community.

After taking his university entrance exam and training as a machine fitter, Christian Wöldecke completed a degree in mechanical engineering at the University of Hannover. When he joined Siemens as an engineer and completed a postgraduate program (Total Quality Management), his career in quality management in international corporations began: Through management positions at ITT Canon, the Soehner Group and Bombardier, Christian Wöldecke joined Ensinger in April of last year. As the Head of Quality Management with global responsibility, currently 19 employees report to him directly and he is in charge of the quality departments at all the company's locations. Christian Wöldecke is married and has a daughter (19) and a son (18).

How do you manage your work-life balance? What do you look forward to when you go home after work?

I am good at switching off completely, particularly when it comes to weekend activities with the family. We do a lot of things together like attending cultural events, working in the garden and entering our poodle into dog sport competitions. These involve testing agility in an obstacle course, followed by timed field trials. The entrants are actively accompanied by their owners, which means running the whole course by the side of the dog.

“Clarity and honesty are vital as far as I'm concerned. The ability to be frank is a key component of any functioning community.”

What do you dream of achieving over the next few years?

I enjoy diving and would love the opportunity to become acquainted with some remote areas. One particular ambition is ice diving in the Arctic and cave diving in Mexico or off the Galapagos Islands. On family holidays, I immerse myself not only in the culture of our destination, but also in the sea. In the spring we visited Thailand, and in a few weeks' time we will be travelling to Zanzibar and Tanzania.

Top marks for school work

Cultivating the up-and-coming generation starts at school – Ensinger’s commitment is paying dividends

Ensinger has been awarded the Trainee Development Certificate in acknowledgement of its commitment to vocational training. Petra Cravaack, head of the executive board of the Stuttgart Employment Office explained why Ensinger was chosen to receive the award: “Ensinger attaches great importance to providing training. The company works closely with schools in its catchment area to provide vocational guidance and offers numerous internships to pupils. Trainees are given intensive personal support which ranges from an induction seminar across a number of sites for all trainees, to the deployment of trainees at vocational training fairs. Additionally, the company rewards trainees’ good examination results with the Wilfried Ensinger Award.”



The picture shows the official presentation of the certificate in Nufringen (from left to right): Christine Käferle (Stuttgart Employment Office, Head of Operations), Daniela Reutter, Heinz Lehmann and Sven Birk (Trainer), Miriam Fiedler (Head of Training), Florian Maiwaldt (Specialist Trainer), Petra Cravaack, Ralf Grammel (Specialist Trainer), Achim Lehmann (Head of Legal Affairs / Human Resources) and Klaus Ensinger (Managing Director).

Blowing away preconceptions

Technology is open to all – as the trainees of the Cham factory “Girls’ Day” clearly demonstrated

At the end of April, eight female pupils from Robert Schuman High School and Johann Brunner Middle School visited our company to learn about professions requiring technical vocational training in areas where women are still very much underrepresented. Markus Kolbeck and Andreas Haiek gave the first presentation. As cutting machine operators in their 3rd year of apprenticeship, the two of them are old hands in the trainee workshop. The next item on the program consisted of a tour of various departments, giving the group of visitors their first impression of the production processes and range of products produced in different divisions on site. The pupils were divided into groups and given the opportunity to get some hands-on experience in the trainee workshop. The assignment was to manufacture a mobile phone holder. After machining the base plate feet, it was time to mill the rear panel. The girls also cut the screw threads required to connect the base plate to the rear panel. A few holes were drilled in the base plate and then it was time to put all the individual pieces together.

When everything was finished, each girl had a mobile phone holder as a reminder of their time spent at Ensinger on Girls’ Day 2015. At other workstations, the girls were shown how to bend plastics and how to dismantle extrusion dies and the basics of pneumatics. In the classroom they were given a demonstration of various simulations at the programming workstations.

At the end of the work day there was also a visit by reporters from the local newspapers. The participants were interviewed by local journalists about their impressions of the Girls’ Day. Many of the pupils expressed their surprise at the size of the company and the range of its products. The strong practical orientation of the event also went down extremely well. The pupils were particularly excited by the opportunity they had been given to use the machines.

by Michael Jokisch, Head of the Training Workshop in Cham



Self-produced: Articles manufactured by the Girls’ Day participants included this type of mobile phone holder

A warm welcome ...

Nufringen

Finance, Controlling,
Purchasing
Kerstin Frank
Peter Kamps
Sonja Wenskus
Semi-finished products
Benjamin Albrecht
Lea Binder
Sascha Bonin
Kristian Farkas
Nick Fornfeist
Dennis Jürs
Hamza Kayserilioglu

Michael Kienzle
Kerim Niksic
Vedran Pleli
Daniel Ströbele
Niyazi Ügür
Industrial Profiles
and Tubes
Jacqueline Pfeil
insulbar®
Thomas Küchler
IT
Steffen Lampart
Marcel Quasebarth
HR

Frank Hermle
Product and Process
Development
Tobias Röhm
Raw Materials / Compounds
Marc Detert
Kurt Diblik
Quality Management /
Occupational safety
Raphael Kappler
Tool making
Fabian Bürgler
Simon Kirn
Apprenticeships

Industrial management
assistants:
Melanie Gruidl
Kai-Uwe Schmidt
Apprenticeships
Process mechanics:
Nils Böckle
Patrick Splawski
Leon Stegmaier
Apprenticeships
Tooling mechanics:
Tobias Dengler
Tim Ebner
Sam Hess

Bachelor programme
Mechanical engineering /
Plastics technology:
Johannes Wörner
Bachelor programme
Industrial engineering
and management:
Tim Neuberg
Fabienne Pfizenmayer
Ergenzingen
Injection moulding
Simon Bareis
German Baur

Pascal Bellach
Florian Böckle
Robert Dix
Julius Ernsperger
Sarah Grzella
Reinhard Hämmerling
Felix Hartmann
Jochen Kaimer
Michael Neumann
Onur Okut
Nils Rinderknecht
Sergej Sachs
Elvira Schmoll
Tunyawat Srinakharin

Cham

insulbar®
Brigitte Daschner
Michael Hutmacher
Manuel Mühlbauer
Maximilian Weingärtner
Willi Weisssthaner
Thermix®
Gabriele Romeis
Melanie Feiner
Machining
Andreas Haiek
Markus Kolbeck
Adrian Lange

IT
Christoph Krammer
Apprenticeships
Process mechanics:
Jaqueline Brandl
Josef Höcherl
Matthias Weinfurter
Apprenticeships
Machining
mechanics:
Stefan Bauer
Benji Durka
Dominik Holzfurtner
Nico Roßmann

“There is always a way forward”

When Wilfried Ensinger appointed Renate Glaser and sealed the deal with a handshake, much of what makes up today's normal working environment was the stuff of science fiction. A personal interview looks back over a career spanning forty years at Ensinger.

■ How did you hear about the plastics processing company Ensinger which was still relatively unknown at the time?

My sister-in-law told me that there was an up and coming company in Nufringen which was looking for new employees. I was immediately hired after my job interview. With just a handshake, that was still how it was usually done in the seventies.

You started out in the central office. What did you do afterwards?

In addition to the typical work of a receptionist such as welcoming visitors and attending to the switchboard I was also re-

sponsible for various office jobs, for example putting together delivery notes and posting and filing invoices. At the start there were only around a dozen of us in the office. I would fill in wherever we were short-staffed. And so the work I did tended to vary. One day I would be selling stock shapes over the phone, the next day I would be processing orders or stepping in to do the work of a co-worker who was off sick.

How did you experience working with Wilfried Ensinger at the time?

Every morning Mr. Ensinger would personally greet every employee. In our view that

was not a routine gesture but a sign of his esteem. And every morning we would review all of the incoming mail with the boss. If there were any complaints of course we had to discuss them. Those large gatherings were a sort of forerunner of today's quality circles: What went wrong? Why? And time and again we would ask ourselves the question: What can we do to become even better? Everyone wanted to contribute to the company's positive performance. In the early years everything in the office was still done by hand. Even just managing the inventory – stock inflows, outflows – required an enormous amount of paperwork. The introduction of an accounting machine signified a real improvement for us. But everything changed with the introduction of the first computers. I can still remember how we slogged away until the new ERP system was working properly. Ensinger was the first German company where the software started up without mistakes. When we heard that, we were really proud. Mr. Ensinger promptly invited all of us out to a meal; I'll never forget that.

The double-digit growth rates also came at a price. The achievement and success was tangible; but we also noticed that as the company grew the strains and stresses on our boss also constantly increased: Mr. Ensinger kept working on various constructions almost round the clock, developing new ideas and visiting customers. The Ensinger family always fully supported the company and were always willing to listen to concerns voiced by the workforce. The readiness to fight for something, an approach closely bound up with the entrepreneurial spirit, has always



Wilfried Ensinger congratulating Renate Glaser



After joining the company in May 1975 Renate Glaser first worked as receptionist. Mrs. Glaser, who holds a qualification as a management assistant in wholesale, later held a number of different positions in the company's sales office. Today, she supports Technical Services and organizes customer training events for the Stock Shapes Division. Renate Glaser, who lives in Nufringen with her family, also checks and sorts the incoming mail for the company's central administration.

served me as my role model, even when dealing with serious troubles such as severe illness in the family. Never give up, always stick together. No matter what happens, there will always be a way forward.

What aspects of your current job do you particularly like?

I really enjoy working with customers – and for customers. Organizing training events gives me a lot of pleasure. I want participants to feel comfortable when they come here and when it is over to think: “They really gave it some thought.” It is important that we continue to improve what we are offering; that is why seminar assessments play a valuable role in how we continue to develop our training program. The team spirit in Technical Services is fantastic, we don't let each other down. You don't just do your own thing; you look beyond your own nose and help each other. This spirit of helpfulness in our daily work is very important for the company; we have to retain that.

How do you manage to find a balance with your work and what do you look forward to when you come home?

My family comes first. At the moment I am spending many hours gardening – flowers, bushes, I really like it there. Almost every year in summer we travel to the mountains to go hiking. My dream is to take a trip once to New York or Canada. I think it is good that many young people take the opportunity to get to know other countries.

Like the owner's family you also have a successor working in the company ...

For my son Mark it was always clear that he would go to Ensinger. When I used to go into the office between Christmas and New Year to sort the mail, he would sit down on the big chair in front of my desk and say: “That's where I want to work someday”. And that's exactly what happened. Ten years ago Mark started his training at Ensinger to become an industrial clerk. Once there, he got to know the IT department where he now works.

Dad's the word

Gerhard Zaiser, Area Manager for Export, is very much 'away from his desk': here he tells us about his parental leave.

My wife Katharina and I were soon in agreement that I would also take parental leave. But I didn't really know what was in store for me. It was more a case of me following the advice of other fathers: they said it was a wonderful experience, unique. We decided on the months of August and September. Firstly, Zoe would then be nine months old and at this age one could do and help a lot more as a father, is what the others had advised. Secondly, lots of my European customers are not in the office either during these holiday months. Consequently, we hoped, my colleagues would not end up with too much extra work.

Of course, things went like they do for many young parents. Before the birth we still had big plans: a tour of California, visits to friends in half of Europe... And like with all young fathers, reality quickly hit me. Even before my parental leave began, I understood the purpose free time would mainly serve: namely, allowing my wife the chance to relax during day-to-day life.

California, therefore, will have to wait – and I'm happy to let it. Since August, I've been looking after our baby Zoe as much as possible, often on my own, so that Katharina can devote herself to grown-up matters now and again. I am very glad that we haven't got that much planned and I can just concentrate on my daughter. It is fulfilling to get her up out of her little bed in the mornings and to spend the day with her until we say good-night in the evenings. It is so much fun trying things out with her. It is lovely to experience the many little steps forward – and the big surprises: when she is suddenly standing up in her bed in the mornings or when she really laughs her head off because the dog is scrubbing its back in the grass. These little things really make up for the effort and sleepless nights. They give you energy so you are happy to carry on. Parental leave is helping me to get to know my daughter properly, to enjoy the time with her and to see how she enriches my life. Thank you to all the other fathers who encouraged me, to the colleagues who are standing in for me and to my bosses at Ensinger. It cannot by any means be taken for granted the openness and encouragement within businesses regarding such a decision."



Gerhard Zaiser and his daughter Zoe: long-distance trips have turned into little voyages of discovery, ultimately at least equally exciting, with his child. And at least one of these still took them as far as Spain



What will business processes at Ensinger and their digital image look like in the future? In April the IT project team met up with representatives from different departments for the second round of the ERP project.

Onwards!

The new ERP platform: the detailed concept stage has kicked off – by Dr. Erwin Schuster (CIO) and Jochen Genterczewsky (Head of ERP Project)

SAP was selected after carefully considering the question which software Ensinger would use to develop its new ERP platform. The fact that this system would bring the company's processes and master data into harmony globally on a single platform was an important criterion for the decision. During the detailed concept stage and later during implementation, in other words, for the duration of the project, Ensinger will be supported and receive advice from the SAP partner which is appropriate to the needs of a medium-sized company.

Collecting and comparing requirements

Having selected the project partners, purchased the software licenses and defined the project structure the team has reached the next milestone. In mid-April the project leaders met with key users from the different divisions in Nufringen to discuss the design and allocate various jobs and responsibilities. The first interdepartmental workshops began not long after. During the still ongoing detailed concept stage the project team will be collecting the requirement specifications for the new ERP system proposed by the different departments and the Service Center and look at consistencies, similarities and differences.

Key users and SAP partners will then consider which functions already form part of SAP's standard solution and which areas will require individual customization – the so-called "fit/gap analysis". The motto for this is: "as much standardization as possible, as little indi-

vidual programming as necessary". Special customized solutions are time-consuming and much more expensive in the long term. In parallel to the kick-off of the detailed concept stage the staff of the IT department have put together a new SAP project system based on the modern HANA database technology (see box). Key users will be able to depict, test and approve processes based on the SAP project system and the detailed concept stage. The detailed concept stage will be completed by the end of 2015. "Ensinger impulse" will keep you informed about the next stages of the project.

High speed thanks to HANA

SAP brought the database S/4 HANA onto the market as part of its latest generation of software. With this system the data are no longer read and processed from the hard disk but are held "in memory", i.e. in the much more quickly accessible main memory. In addition to its significantly faster processing speed the HANA technology offers users new opportunities for targeted data analysis, for example for production planning, monitoring and reporting.



Gone mobile: www.insulbar.de
and sister page www.thermix.de

Thermix and insulbar now mobile

■ Ensinger has optimised the web pages of both of its building product lines for use with smartphones and tablet PCs. “Already, more than half of internet users worldwide now go on the internet with a mobile device, statistics show. And for some time now we have also been observing a significant rise in hits on our webpages through smartphones and tablets”, says Marnie Röder, Marketing Manager for Building Products at Ensinger. “Consequently it was important for us to design our insulbar and Thermix pages in such a way that they automatically adapt to the different screen sizes and enable fast browsing.”

Special attraction

The insulating profile made of electrostatically modified material ensures improved attraction of paint particles during powder coating of the aluminium window assembly

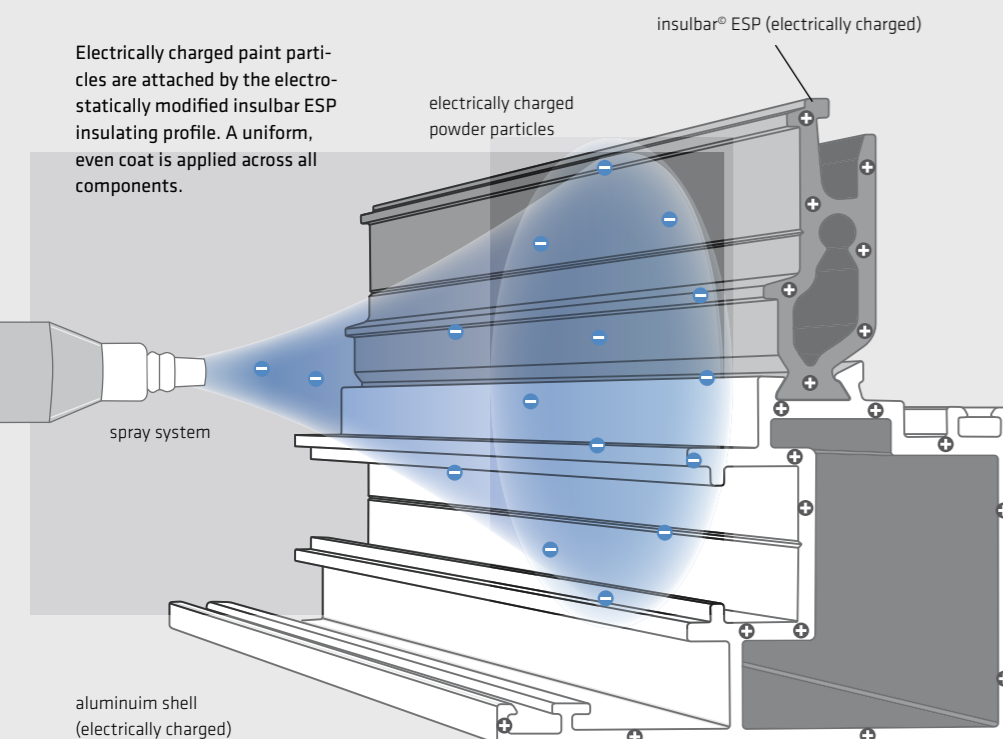
■ Perfect painting results for the metal frames used in windows, doors and facades require the use of ultrafine powder particles. If electrostatically charged, they adhere to surfaces charged with the opposite polarity during application, forming a paint layer after curing. However, the challenge here is to ensure an even coating of materials with different conductivity levels,

where for instance the outer and inner shells of a metal frame are joined to an insulating bar made of plastic. Plastics specialist Ensinger has developed its insulbar ESP insulating profile made of electrostatically optimized material specifically for what is known as “coating in the finished assembly”. The plastic TECATH-ERM 66 ESP attracts the paint particles

more effectively than conventional less conductive polyamide, so ensuring a more even paint layer. Particularly in the case of metal constructions with visible thermal insulating profiles, and when working with non-standard solutions whose design makes them difficult to coat, insulbar ESP ensures excellent optical appeal and quality.

Optimized for coating in the finished assembly

“For our customers, the facility for coating in the finished assembly means considerable process and cost optimization”, explains Frank Killinger, Head of Sales for insulbar at Ensinger. “Time-consuming and expensive additional work steps such as foil covering of already painted aluminium shells to protect the surfaces during manufacture of the assembly is no longer necessary. Any optional quantity of assembled profiles can now be produced in advance, with colour selection and painting taking place at a later date. This simplifies stocking and at the same time guarantees maximum colour diversity”. Ensinger also offers insulbar ESP insulating profiles which have been additionally dust blasted. This treatment increases the surface tension to allow optimum paint adhesion.



Coping with even the toughest jobs

Ensinger presents extremely resistant high-performance plastics for the oil and gas industry

■ Ensinger is expanding its portfolio in the field of high-performance plastics with tubes made from the new material TECAPEEK SM. The products are manufactured using Victrex® PEEK powder in a spin moulding process. The special material properties predominantly become important when resistance to high temperatures, mechanical strength and resistance to aggressive chemicals are key requirements. The semi-finished products are made by Ensinger Elekem in Rossendale, UK. Since last year this site has been part of the Ensinger Group.

The most important area of application for TECAPEEK SM is the oil and gas industry. Additional markets are hydraulics and fluid technology, paper manufacturing, the chemical industry and the aerospace sector. Typical applications include seals, back-up rings, bushings and bearings.

Extreme creep resistant

Back-up rings and snap rings made from TECAPEEK SM are ideal for use as a seal even under harsh environmental conditions. The material has high mechanical strength and double the pressure handling capacity of PTFE. Furthermore, its creep resistance is over 200 times higher than that of PTFE, and the compressive strength is 10 times the value for PTFE. The products manufactured from TECAPEEK SM withstand service temperatures in the range -50 °C to 260 °C, while maintaining consistently high mechanical strength.



Back-up and snap rings made from TECAPEEK SM

For sliding and rotating applications

Thanks to its high wear and abrasion resistance, the material is suitable for sliding and rotating applications and can contribute to a reduction in friction, higher efficiency and lower maintenance costs. As a result, productivity increases.

The chemical properties of TECAPEEK SM mean that the material can also be used under harsh conditions and can withstand the environmental chemicals typical for the oil and gas industry. These include, alongside high-pressure steam, most oils, chemicals and gases.

For further information please contact

Lance Nixon, Ensinger Inc., Industry Segment Manager for Oil and Gas, lnixon@ensinger-ind.com
Gary Davies, Ensinger Ltd., Technical Director, garydavies@ensinger.co.uk

TECAPEEK first high-performance plastic to meet the standards EN ISO 23936-1 and NORSOK M-710

Semi-finished products made from the high-performance plastic TECAPEEK meet both the standard EN ISO 23936-1:2009 and the standard NORSOK M-710 (Edition 3). Hence the semi-finished products manufactured from VICTREX® PEEK are the first polyetherketone materials to meet both demanding application requirements for the oil and gas industry.

New brochure for the oil and gas industry: The semi-finished products division has issued a new brochure: “High performance and engineering plastic solutions for the oil and gas industry”. In addition to an overview of the Ensinger product portfolio, the brochure contains information on regulations and technical applications in the oil and gas industry.

The English-language version is available for download from the website: <http://www.ensinger-online.com/en/service/downloads/>



Water for Torpa

Since 2007 the Wilfried Ensinger Foundation has been supporting charitable centres in North-East India. In June of this year I was given the opportunity to learn about the activities of the Centre for Women's Development Torpa and meet its head Sr. Daphne. Independently of other ongoing local projects, the "Ensinger fit" campaign has ensured that several villages now have a reliable supply of clean water – by Anna Holzberger.



Clean, fresh water for everyone. The Wilfried Ensinger Foundation finances the costs of drilling and installing the new pump with the help of donations. The village community built the surrounding facility and tank themselves. On the left under the sun umbrella: Anna Holzberger, the author of this article.

My two-week visit to India took me first to Mumbai – a colourful mix of cars, motor scooters, bicycles, rickshaws, cows and huge crowds of people. The nationwide divide between rich and poor was already visible at the airport where the first slums stood alongside hotels. Ramshackle buildings cobbled together from sheets of corrugated iron rose up to a height of three stories; there was rubbish everywhere. The Indian population is moving from the villages to the big cities, where only a minori-

ty subsequently manage to achieve a "career" as a tea seller or taxi driver. Most people move from poverty to outright misery and there is often no way back. Sr. Daphne tries to explain the situation to people still living in rural areas and aims to create opportunities for a regular income through aid projects. The majority of the rural population live almost exclusively from agriculture: rice, lentils and some fruit are the main food staples; vegetables or even eggs are rarely

available; any additional food grown is sold. Families are forced to sell their land if someone falls ill – leaving farmers dependent on the compassion of market traders and landlords. Schools do exist but often lack teachers. Many parents do not send their children to school as children run the risk of being abducted on the way to school (often one or two hours on foot through the jungle).

Getting to school safely

The Centre in Torpa includes a hostel for young girls from where they can easily attend a number of schools. The site also houses a preschool. During the school vacations the site also hosts camps which provide additional tuition for the weakest pupils from other preschools and primary schools. During that week the children are offered a break from working in the fields in their villages and receive a full meal three times a day. These camps are financed by the Wilfried Ensinger Foundation. There is also a training workshop for up to 45 girls in the Centre, which trains them up to become seamstresses and dressmakers. This is yet another of the ongoing projects supported by the Foundation, along with psychological counselling offered to girls who are taken in by Sr. Daphne after they have previously been trafficked or sexually assaulted and then thrown out of their villages. Sr. Daphne usually manages to rehabilitate them in their communities.

Start-up aid for business women

Sr. Daphne also visits 55 of the neighbouring villages where she organises self-help groups. These groups consist of several women who join forces and are given help to put together a business plan – for example, how to breed goats, rent out chairs, set up food stalls or cultivate spices. The women are given an interest-free credit and pay a certain percentage out of the profits they make every month into a joint account. After the debt has been paid off, they can start saving for the next investment. But above all, this provides group members with a

nest egg which means that nobody will be afraid of having to sell off their land anymore. The women receive information and guidance from the Centre (for example when buying seeds) or are given tools. Even when food is in sufficient supply, the remote villages around Torpa often lack drinking water: the necessary water is supplied by wells. But these are often many kilometres away, and in summer they may already run dry by the early morning. The longer the time since the last rainy season, the more inedible the water in the wells becomes. Small children are usually the first to suffer from diarrhoea, low immunity and associated illnesses (e.g. scabies).

What an employee giving campaign can do

Although village populations have a legal right to adequate water supplies, they often lack the voice to demand their rights from the government. Even existing pumps are often not repaired. Depending on the groundwater level it is sometimes necessary to drill down as far as 25 metres. A pump costs between 700 and 1000 Euros. The proceeds of the "Ensinger fit" campaign – which has raised some 4000 Euros from the sale of the bottles – have been used to build four new wells and repair a further three.

In all of the projects initiated by the Centre villages are expected to contribute directly as well – in this case the project was responsible for drilling and the installation of the pump; the villagers were then given building materials to build the tank around it themselves. The result is that the people are not just healthier, they also have more time for their work and their families.

The author: Anna Holzberger is in her 7th semester studying chemistry in Edinburgh. On this trip she deputised for her mother Edith Holzberger, who works for the Wilfried Ensinger Foundation.



Top: Animal husbandry, spice cultivation, crafts or trade often provide the people on the land with new perspectives. This is where many aid projects come into their own.

Below: Without personalities like Sister Daphne, many projects would never get off the ground: She provides encouragement and help to people in the villages, and assists their self-organization and search for support.

Wilfried
Enginger
Stiftung

Assistance and donations
Wilfried-Enginger-Stiftung
Frau Edith Holzberger
Rudolf-Diesel-Straße 8, 71154 Nufringen

Donation account
(Watchword: "Torpa water project")
Recipient: Wilfried-Enginger-Stiftung
IBAN: DE67 6415 0020 0002 2363 39
BIC: SOLADES1TUB

You will receive a
donation certificate.

Everything in (your) hand

“What is the heat transfer coefficient of the window I am planning?” Architects and window fitters can find the answer in a useful application being offered on the Internet by Ensinger. “But”, wonders Marnie Röder, “would it not be more practical if the planners were to have the answer directly on their smartphone?” The idea of making a Thermix® app from the online tool was born. 9 months ago the Uw app was made available in an App Store for the first time. Now, it is available free of charge in eleven languages for Android and iOS devices. It is now ready and waiting on users’ screens to be touched and have the appropriate parameters such as frame material, glazing and spacers fed into it. Quick as lightning, it spits out the desired heat transfer coefficient and makes selection easier for the user.



For when you're out and about:
Marnie Röder, Marketing Manager for
Building Products, and Marc Rehling,
Project Manager for Development
and Application Technology, bring the
Thermix® app to your screen