

SEALS

TECHNOLOGY



0313

客户杂志 Magazine for customers and partners

Face the world of seals.

Highly positive response

Depending on developments

PU 500 - new investments





尊敬的读者，

在 Seal Maker, 永续发展、不断精益求精以及提升客户满意度不仅仅只是口号而已。

这次是我们第十次推出这海报系列。 在新的一期里，我们仍然选择了艺术化的设计。 我们与一位人体彩绘艺术家进行合作，在作品中采用了“迎接密封件的世界”这一主题。 我们相信这些有趣的图片不单能吸引普通人的目光，当近距离欣赏时，它们同样能让热衷于技术细节的参观者着迷。

少了点飘逸的艺术气息、但却更为实在的，是由 TÜV Süd 实施的今年为期两天的 ISO 9001:2008 稽核工作。 尽管 ISO 认证已成为一项标准配备，但是当我听到稽核人员表示：“在 Seal Maker, 你会发现他们注重的不止是该认证本身。 他们希望拥有充满活力的系统，而且还不断致力于对其进行改善！”时，我倍感欣慰。

今年，持续改善也在我们的开发领域实施。 改善侧重于提高产能以及更加多样化地使用我们的SML设备。 我们的目标是要为已用于客户车间的机器系统设计出可改装的部件。这是我们可确保现有客户能够以合理的价格获得先进技术的唯一方式。 除了OPTION PLUS 和其他几项开发活动以外，我也想在此强调我们所实施的一些重要的生产流程改进，这些改进使我们的一些配置的生产时间减少多达20%。这样一来，系统使用者将能够提高产能和竞争力。 Seal Maker 设备用户将在免费软件更新的过程中接受相应的调整。更多详情，请参见第 4 至 5 页。

我们在今年进行的客户调查结果非常令人鼓舞。 我谨此衷心感谢所有参与调查的客户，并同时请他们放心，我们深知所肩负的责任，而且必将继续全力以赴，为他们提供更高水准的服务。

在技术上取得的改进、在艰困市场条件下取得的商业成就、在客户满意度方面达到了极高的水平 — 这一切便是对 Seal Maker 2013 年的最佳总结。

在您开始阅读本期的内容之前，我谨此感谢您在今年对我们的大力支持，并衷心祝愿您 2014 年健康、成功、快乐！

谨上
Johann Glocknitzer

Dear Readers,

At Seal Maker, continuity and continually striving for improvement and customer satisfaction are not just slogans.

For the 10th time we are presenting a new issue of our poster series. Once again we chose an artistic design. The pictures using the motto "Face the world of seals" were produced in cooperation with a body painting artist. When viewed up close these interesting pictures will also fascinate technically minded observers.

Less artistic, but all the more factual was this year's 2-day audit carried out by TÜV Süd. Even though ISO certification has become a standard fixture, I was personally gratified to hear our auditor say: "at Seal Maker, you notice that they are interested in much more than just the certificate. They want the system to be dynamic and are continually striving to improve it!"

This year continuous improvements were also made in our development areas. The emphasis was on increasing capacity and a more versatile use of our SML machines. Our goal is to design elements to be "retrofitable" for machine systems already in use in our customers' workshops. This is the only way to ensure that our existing customers can get supplied a state-of-the-art technology at reasonable prices. In addition to the OPTION PLUS and several other developments, I would like to emphasize important improvements of the production process which enable us to reduce the production time of some profiles up to 20%. Thus, the system user will be able to increase capacity and competitiveness. Seal Maker machine customers will obtain the adjustments in the course of a free software update. Read more detailed information about this on pages 4 and 5.

The results of the customer survey we conducted this year were especially encouraging. At this point I would like to warmly thank all those customers who participated and at the same time assure them that we are well aware of our responsibility and will continue to do all we can in order to provide high levels of service.

Technical improvements, sound commercial success under market conditions which are sometimes quite difficult, extremely high levels of customer satisfaction – that is how 2013 can be described from Seal Maker's point of view.

Before you begin to read the articles, I would like to thank you for the good cooperation during this year and wish you the greatest success, health and contentment for 2014!

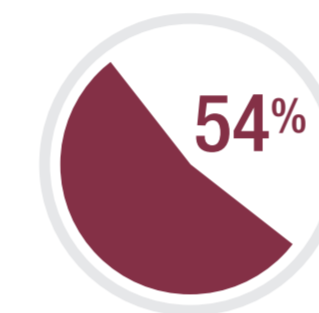
Yours
Johann Glocknitzer

Highly positive response.

2013 年 6 月，我们进行了另一次客户调查。首先，Seal Maker 在此对所有参与者表示感谢，你们的回答让我们能够进一步改善我们的产品和服务。 我们衷心希望能够继续为您提供最佳的服务。

In June 2013 we conducted another customer survey. Firstly, Seal Maker would like to thank all the participants whose responses allowed us to further develop our products and services. We hope that we will be able to continue serving you to the best of our ability.

让我们自豪的数据：



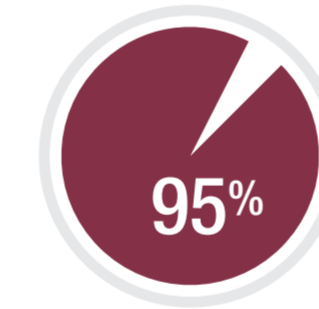
54% 的回应率

与前几年相比，今年的参与率明显增加，原因包括全新推出的网上调查工具以及涵盖 6 种语言的问卷。



1,49 的满意度得分

根据满意度得分 (1 = 非常满意; 4 = 不满意)，Seal Maker 的优势显然在于客户联系与服务。其中一个积极的方面是，我们得以长期维持较高的客户满意度，在某些领域甚至还有所提升。



95% 的客户认为我们的产品质量、交货时间、性价比、服务和员工技能等同或优于竞争者。

Facts we are proud of:

54 % Response rate

There was an enormous increase in participation levels compared to recent years, amongst other factors due to the new online survey tool and the translation of the questionnaire into 6 languages.

1.49 Satisfaction score

According to the satisfaction score (1= very good; 4= unsatisfactory) Seal Maker's strengths are definitely in the areas of customer contact and service. One very positive aspect is the fact that we were able to maintain a high level of customer satisfaction throughout the years which could even be raised in some areas.

95 % of customers

rated our product quality, delivery times, price-performance ratio, services and employee skills equal or better to those of our competitors.

意见与优化

感谢您对我们的产品开发提供了宝贵的意见和想法，我们将为其进行评估，并在可能的情况下用于未来的开发项目。

Inputs and Optimisation

Many thanks for your input and ideas regarding product development, which we will assess and, if possible, implement in future developments.

质量管理： ISO 9001:2008

十月，在 Seal Maker 进行了整整为期两天的稽核工作 — 这一次的结果仍然令人鼓舞。 公司符合 ISO 9001:2008 规定的所有条件，满足一切适用的管理系统要求。



Quality Management: ISO 9001:2008

In October, a 2-day audit was carried out at Seal Maker – once again, the findings were positive. The company fulfils all the conditions required in ISO 9001:2008, complying with all applicable management system requirements.

Depending on developments!

将软件、车床和材料三者完美搭配而成的优化制造系统，促进加工密封件的需求不断增长。但要实现这一完美搭配则有赖于我们技术部门的专家的专业知识，并在其应用这些知识的过程中与材料开发部、质保部、CNC 系统开发部以及 CNC 服务部之间进行通力合作。在本期中，我们将带您进入 CNC 系统开发领域，一窥其中的究竟。

CNC 系统开发部主管 Marek Skalski 表示：“我们在新产品开发方面目标远大，并以超越客户的预期为准则不懈努力。系统扩充所涵盖的范围广泛，小至简单的机器资源协调，大至用于支持成本效益和机器操作人员专业水准的精选工具和装备都包括在内。”

从 2010 年以来，已开发出 19 种新配置，并将客户所建议的 500 项改进意见付诸实施。目前，用户可以在 190 种标准密封件配置中进行选择，并可在数秒钟内由全自动化软件生成完整的 CNC 程序，包括工具的选择。

The basic requirement for a successful CNC seal production is characterized by the perfect match of software, lathes and materials. "Our strengths are found in the Know-How applied in a smooth cooperation of our specialists in all technical departments. By focussing on individual sub-projects, we are constantly aiming for the same goal – the optimal end product" explained Günter Amon, Head of the Technical Department with the subareas "material development and quality assurance", "development of CNC systems" and "CNC service".

In this issue, we give you an insight view into the area of CNC system development.

"We aim high with the development of new products, and continually try to exceed customer expectations. The system expansion ranges from simple resources facilitating work on the machines, all the way through to carefully selected tools and equipment which serve to support the cost-effectiveness and professionalism of machine operators", says Marek Skalski, Head of Development of CNC Systems.

Since 2010 19 new profiles have been developed and 500 improvements suggested by customers were carried out. At present, the user can choose one of 190 standardised seal profiles and within seconds, the fully automated software generates the complete CNC programme including the selection of tools.

全新CNC开发项目概览： An overview of the new CNC developments:

SMLe 系列 Option Plus

单独且灵活 — 配备驱动切削工具的改装套件适合具成本效益的密封件生产。

Option Plus for SMLe Series

Individual and flexible – the retrofit set with driven cutting tools for cost-effective seal production.

SML 系统软件更新

全新 Fanuc 控制 0i-TD 的新配置、优化的生产流程以及持续改进，均以客户的利益为考量。现有的更新版本 3.5.11 已可供下载。

SML System Software Update

New profiles, optimisation of the production process and on-going improvements for the new Fanuc control 0i-TD for the benefit of customers. The current update, version 3.5.11, is ready for download.

自动化 SML500e

在材料开发部的密切合作下，SML500e 系统的自动化目前正在开发中。通过该系统可经济高效地进行小批量系列的生产。更多详情，请关注下一期《密封件技术》

Automation SML500e

The automation of the SML500e system is currently being developed in close cooperation with the Material Development department. A low-volume series can be manufactured cost-effectively and simply by means of this system. More information on this subject will be included in the next issue of Seals Technology.

优化照明

LED车间的照明 — 现在也可作为 SML500e 的更新配套提供。

Optimised Lighting

LED workroom lighting – now also available as an upgrade package for the SML500e.

SMLe 系列切屑工具的改造

可轻松单独调整的切屑刀片，缩短了机器的停机时间。

Modification of Swarf Cutter for SMLe series

Easily and individually adjustable cutter blades enable shorter machine downtimes.

新工具概览

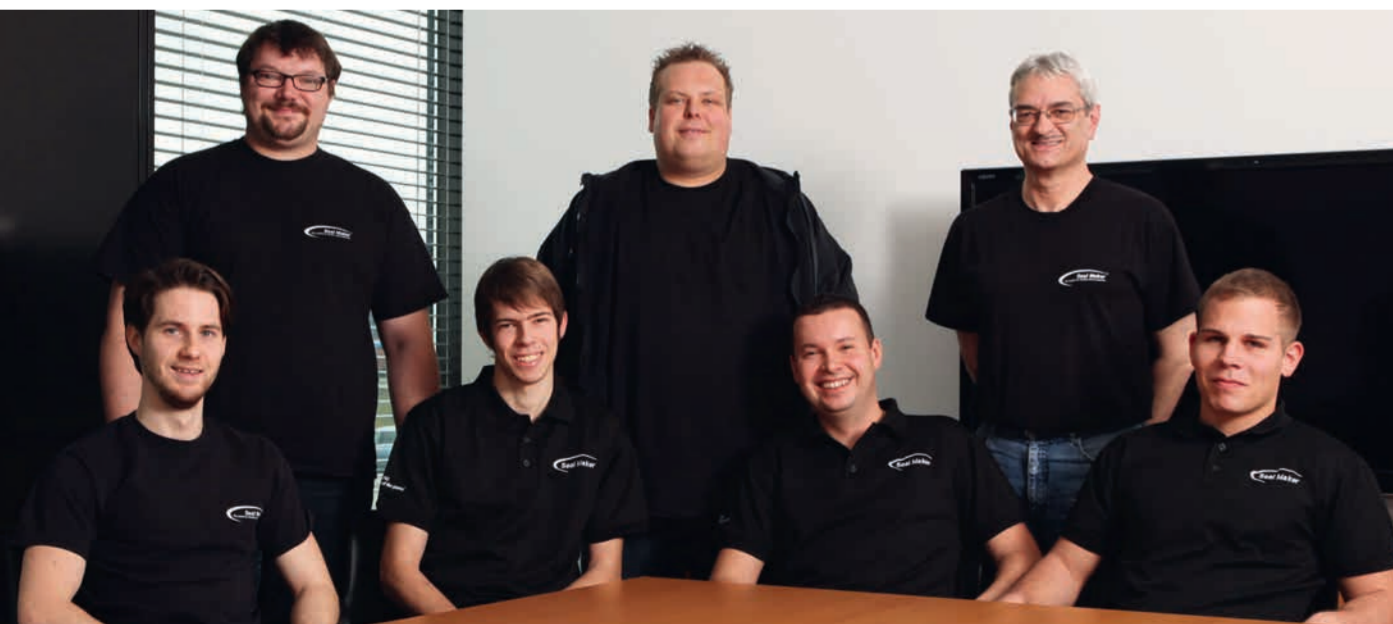
新的数据表可从 www.seal-maker.com 下载。

New Tool Overviews

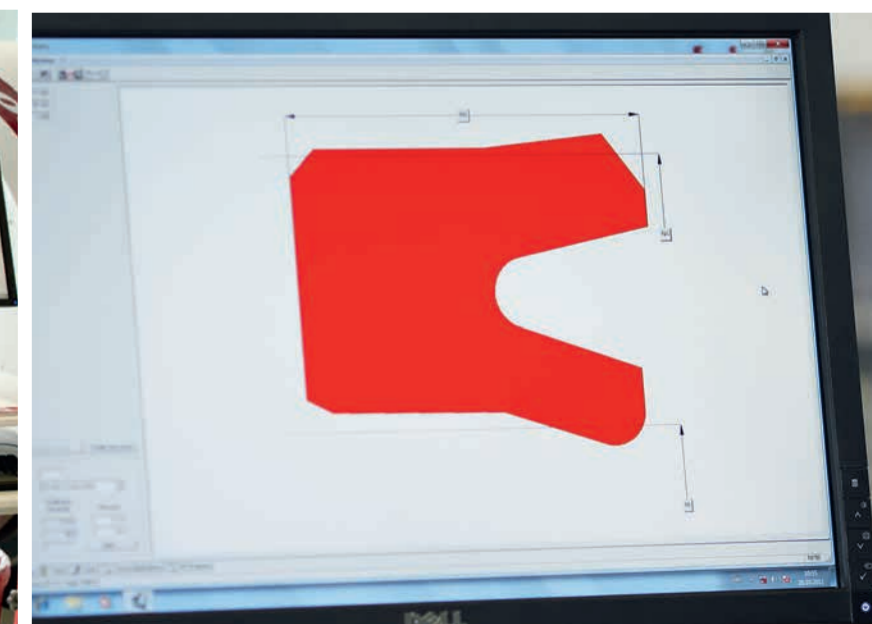
The new data sheets can be downloaded at www.seal-maker.com.

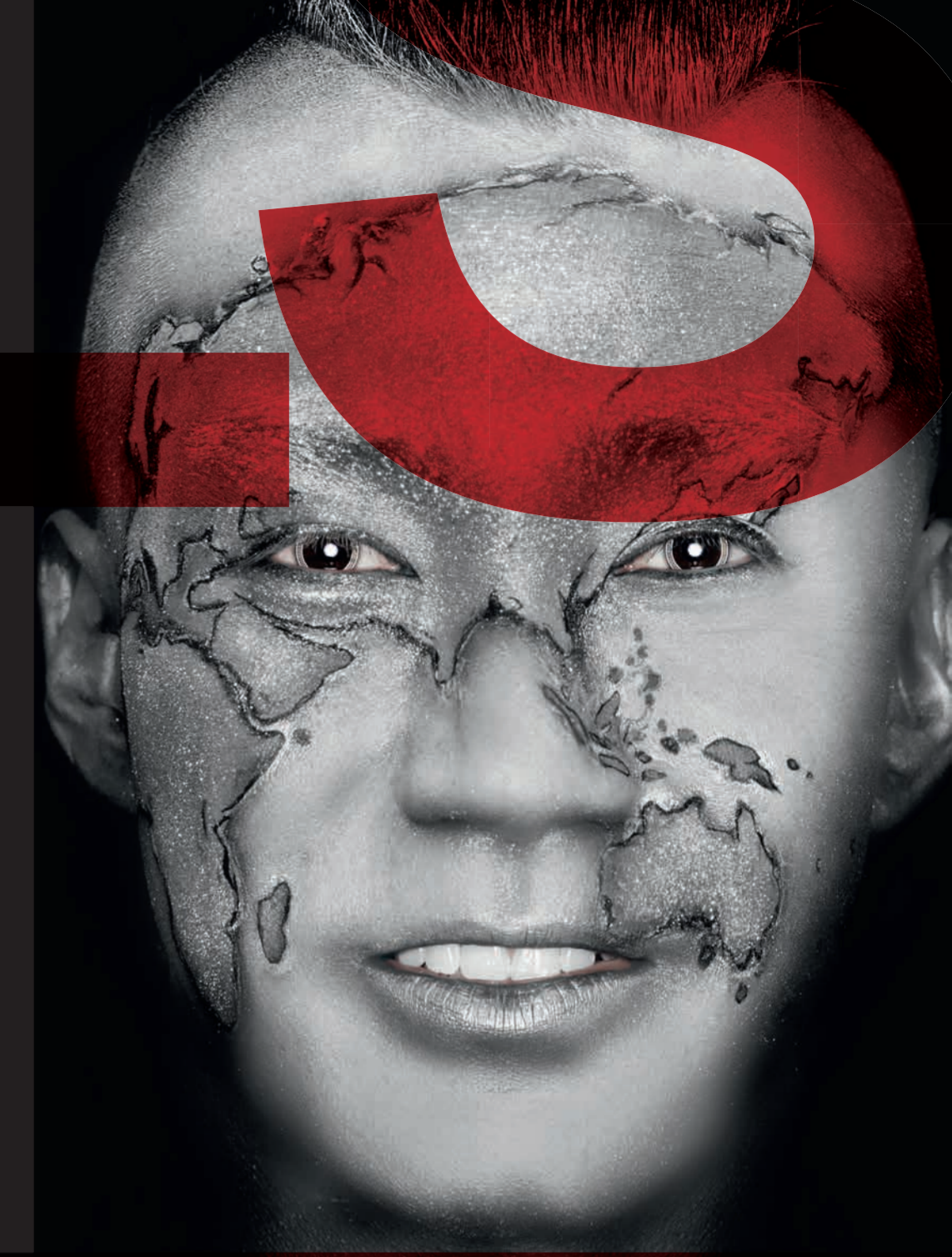
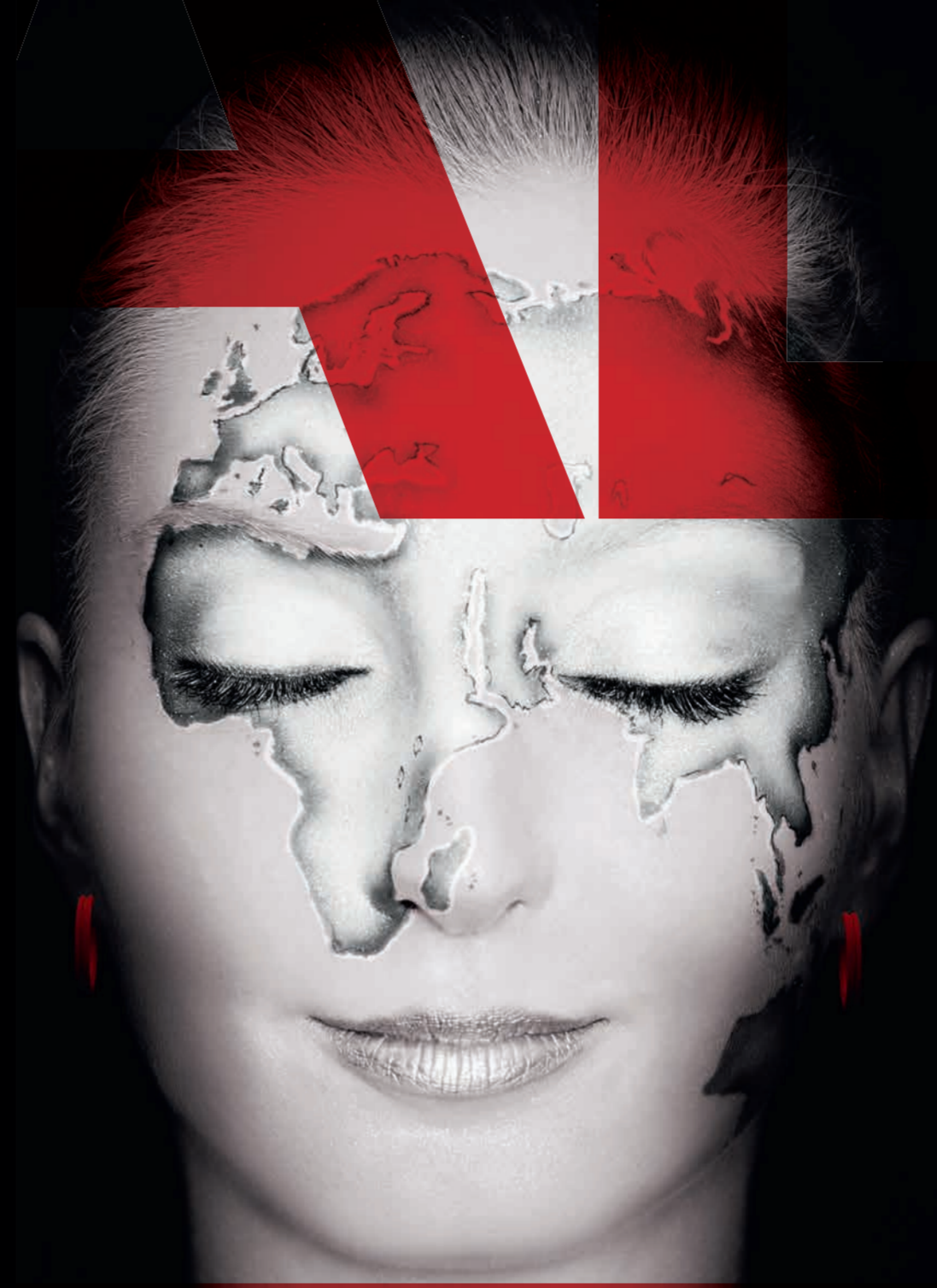
所有开发成果均作为 SML500e 型号的改装选项提供，让您通过额外的功能、更快的速度、更高的质量及满意度，扩充您的机器系统。更多详情，请向您的出口部经理查询 >> office@seal-maker.com。

All developments are offered as a retrofit option for all SML500e systems. Expand your machine system with additional features, raising levels of speed, quality and satisfaction. Your export manager will be pleased to assist you with additional information » office@seal-maker.com.



Team: Domenic Steinhauser, Christoph Brandl, Philipp Wildzeiss, Günther Cerny, Marek Skalski, Ferdinand Moritz, Markus Riegler, Günter Amon





Face the world of seals. 2014

全球性出口与供应、遍及 60 多个国家的客户及合作伙伴 — Seal Maker 的全套系统现已畅销各大洲。根据我们最近的客户调查，3/4 的参与者预计需求会增加，进而带来加工密封件市场的扩大。Seal Maker 获得成功最重要的因素便是在对待来自其他文化背景人士时，所表现出的个性化、友好且开放的态度 — 2014 年海报系列的主题是“国际性及跨文化交际能力”。

Worldwide export and availability, customers and partners in more than 60 countries – Seal Maker complete systems are in great demand on every continent. According to our current customer survey, three quarters of the participants see a growing trend and thus, a growing market for machined seals. Seal Maker's most important factor for success is its personal, friendly and open attitude towards people from other cultures – the motto of the 2014 poster series is “internationality and intercultural competence.”

最好的人体彩绘：

我们利用目前的人体彩绘世界冠军所提供的专业服务，来绘制脸谱。模特们所穿着的不同层面的画作，反映了不同的文化与传统。所呈现出来的整体效果：美感十足、牵动人心并且充满神秘！

Body painting at its best:

We made use of the services of the current body painting world champion - a top professional - to paint the faces. The varying facets of the paintings worn by the models reflect differing cultures and traditions. Take a deep glance at the overall effect: aesthetic, emotional and mysterious!

请立即订购！

您现已可在 marketing@seal-maker.com 上免费订购全新的海报系列“迎接密封件的世界”

Order now!

You can order the new poster series 2014 “Face the world of seals” from now on free of charge at » marketing@seal-maker.com

www.seal-maker.com

Discovering Vienna!



今年的公司旅游日程丰富多彩。员工可选择晨间活动：技术博物馆，美泉宫城堡导游行程或是在岑墓园历史悠久的动物园观赏各种动物。

兴致高昂的员工们前去参加了维也纳普拉特的游艺会：乘坐观景轮、驾驶车辆或乘坐过山车 — 每个人都各得其乐。最后，大家在 Schweizerhaus 餐厅享用地道的奥地利特色佳肴，完美结束精彩的一天。

Variety was high on the agenda of this year's company outing. Our employees had a choice of morning activities: The Technical Museum, a guided tour through Schönbrunn Castle or admiring the diversity of species at the historical zoo in Hietzing.

Having set high their sights, they went on to the amusement park Vienna Prater: on the Big Wheel, cart driving or the roller coaster – there was a lot of fun for everyone. The day ended well in the "Schweizerhaus" restaurant with typical Austrian specialities.

PU 500 - new investments!

聚氨酯 U500 的良好产品特性在密封件行业久负盛名。随着对该产品需求的增加，我们对生产过程注入了新的投资，确保高品质以及更短的交货时间。

Seal Maker 备有 U500 所有常见标准尺寸的库存，可随时供货。特殊尺寸可应要求，在短期内交货。更多详情，请向我们的销售部门查询
-> office@seal-maker.com。

The positive product characteristics of Polyurethane U500 have been known about for a long time in the seal industry. Due to the increased demand for this product, new investments were made in the manufacturing process, ensuring high quality and shortened delivery times.

Seal Maker has U500 in stock in all the usual standard dimensions, available at any time. Special dimensions can be delivered short-term upon request. Our sales department will be pleased to receive your enquiries
» sales@seal-maker.com.

Be part of it!

Seal Maker 感谢所有员工积极参与内部员工调查。在所有 115 位员工中，82% 为我们提供了宝贵意见。对于如此踊跃的回应以及高达 88% 的满意度得分，我们深感欣慰。

Seal Maker thanks all its employees for their active participation in the internal employee survey. From a total 115 employees, 82% provided us with their opinion. We are pleased that the responses were so positive, with a satisfaction score of 88 %.

