

# Efficient calibration services during summer shutdown

## Improve internal capacity and ensure GMP compliance

### SCHOTT

glass made of ideas

The Schott Pharmaceutical Systems division is one of the world's leading suppliers of primary packaging for the pharmaceutical industry. The production facility in St. Gallen in eastern Switzerland employs about 520 people and has developed into a center of excellence within the group for syringes and cartridges. The facility is certified in accordance with an extensive set of standards and complies with US guidelines on good manufacturing practice (cGMP – Current Good Manufacturing Practice).

"The calibration contract has allowed us to improve internal capacity and make better use of our resources. And the use of the W@M portal saves us many searches for documents on a daily basis."

Andreas Maissen  
Maintenance Manager  
Schott Pharmaceutical Systems  
St. Gallen, Switzerland



Andreas Maissen



The syringes are cleaned and packaged in a cleanroom. Monitoring the atmosphere as well as the quality of the ultrapure water requires accurate measurements.

**Glass specialist Schott is subject to strict regulations as a supplier to the life sciences industry. To guarantee the quality of its products, the company seeks outside help to carry out onsite calibration of the measuring technology.**

#### The results

- Tight deadlines can be met.
- The maintenance team works to deadlines with peace of mind.
- The maintenance manager makes better use of his resources during summer shutdown.
- Endress+Hauser technicians contribute to process improvement.

**Customer challenge** Schott's main goal is to deliver on the quality commitments made to the customer. They achieve this through regular calibration of critical measuring points. With systems being shut down for roughly two weeks in the summer, the maintenance manager

needs to pack all scheduled and predictable inspection work into a tight program.

**Our solution** Schott has been able to rely on Endress+Hauser for support in performing these calibrations for eight years now. Today, the calibration contract covers 450 measuring points for temperature, conductivity, pH value and pressure.

In addition, Schott uses the W@M portal. This browser-based application offers access to device information so that manuals, certificates and inspection reports are merely a mouse-click away.

**Familiar with the company's operation** There are usually five experts from Endress+Hauser working on the job during summer shutdown. Not only do they possess the technical knowhow for their tasks, they also have the appropriate training for working on a pharmaceutical production line. Maintenance engineer René Zeidler holds this experienced team in high regard: "It is a major advantage when the technicians are familiar with our operation and how the systems work."

**Commitment and flexibility** Schott's maintenance team has nothing but praise for the commitment of Endress+Hauser's service technicians as well as their flexibility. "They work completely independently" says Andreas Maissen. "If there is a problem anywhere, they approach us immediately to find a solution." Generally, however, the Schott team is only required to validate and sign the calibration reports.

The maintenance manager is more than impressed "The calibration contract with Endress+Hauser has allowed us to improve internal capacity as we can make better use of our resources during this hectic period."

**Much more than just calibration** Trust is the cornerstone of service contracts such as that with Schott. Thomas Gelencsér, service expert at Endress+Hauser, emphasizes: "The customer can rely on us to bring our extensive expertise in the area of calibration and measurement instrumentation to the table." Oftentimes, Endress+Hauser technicians identify ways to optimize processes. "For example, we helped Schott to change over to sensors that can be precalibrated for temperature measurements. This significantly reduces complexity if a thermometer needs to be replaced at some point."



© Schott AG

Processing the glass tubes also requires a considerable level of precision: "The hot forming process can cause stresses in the glass; therefore the glass bodies must be allowed to cool slowly to ensure they relax properly. The exact temperatures in the process are defined by means of appropriate limit and tolerance values."

**Direct access to device information** Schott has been using Endress+Hauser's W@M portal for five years now. This browser-based application offers access to device information so that manuals, certificates and inspection reports are merely a mouse-click away. Endress+Hauser recorded all of the measuring devices installed in the facility, including third-party instruments. Andreas Maissen is very enthusiastic about the use of the portal: "It saves us many searches for documents on a daily basis."

[www.addresses.endress.com](http://www.addresses.endress.com)

CS01449/L/29/EN/01.15