



focus

The Yamato Newsletter

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Increased flexibility with the best price/performance ratio

This year's FachPack featured the European premiere of the new models of Yamato's well regarded Value Line, the Yamato Alpha-Series. The seasoned and very popular models of this production series were revised and now offer an even better performance than before.

While its basic composition remains the same, the new "Alpha" now additionally features models for fresh produce and IQF applications, as well as specialized machines for pasta products, dusty products, etc.



The new basic Alpha models



The new waterproof Alpha models



The new Alpha-Series was equipped with a new color touchscreen display and a new user interface for the usual easy operation.

The thickness of the weigh buckets' metal sheet was increased, rendering the parts in contact with the product more stable and more resistant to distortion, particularly in the case of a constant loading with products having a heavy unit weight. Similar to the leading Yamato Sigma-Series, the Alpha's topcone is now also equipped with an own weigh sensor. This enables a better control of the product flow and thus of the product's distribution at high speeds.

Using a new type of construction, the weigh buckets are now springless. They are opened and closed by servomotors. This leads to great improvements in the meeting of hygiene requirements and to new applications which heretofore could not be weighed by this machine due to the closing mechanism of the buckets' springs.



In order to meet the hygiene requirements and to drastically reduce the time needed for cleaning, the now springless weigh buckets were equipped with round corners.

With the multitude of improvements in terms of its construction and its software, this machine sets the benchmark in its category.

The new Alpha-Series comprises 11 basic models with up to 150 interchangeable options. The extent of the list of options reflects Yamato's philosophy to provide each customer with a customized solution for his individual product and production requirements.

Read more about the new Alpha-Series:
www.yamatoscale.com

Contents:

Title...	
The new flexibility.....	Page 1
Editorial...	
Just a quick word.....	Page 2
Success all the way through..	
Satisfied customers.....	Page 2
Made for success...	
High speed goodies.....	Page 3
Service News...	
The latest from Customer Service	Page 4
Yamato Special Offer...	
An offer you can't refuse.....	Page 4



Welcome

Dear friends of Yamato,

an economically challenging year is coming to a close.

The constructive cooperation with you, our customers, has allowed us to once again achieve a positive result for the business year 2009 despite today's turbulent economic times.

In the name of the entire team of Yamato Europe, I would like to thank you for your trust and fidelity.

We are confident that the year 2010 will be full of new perspectives and opportunities for all of us and are looking forward to a continued successful cooperation.

The next year will hold new and innovative products and services from the world of Yamato in store for you. We look forward to sharing these with you with enthusiasm and anticipation.

On this note, I would like to wish you and your families happy holidays and a prosperous year 2010 full of success and good health.

Best regards,

Walter H. Neumann
Managing Director



Behind the scenes at Yamato

An excellent reputation - Yamato makes the grade in terms of customer satisfaction!

Given the strong economic changes and the increasing competition that characterizes these current times, companies are called upon to prove themselves on a daily basis. The bottom line is that you have to be better than the rest! Since its founding days, Yamato has always emphasized its philosophy to always be better than the best of the rest and to always provide the customer with the best possible solution.

Yamato Germany has always been true to this philosophy and has launched a new quality strategy for 2010. As part of this quality strategy, Yamato commissioned a company specialized in market research to conduct a survey pertaining to customer satisfaction.



The survey was conducted from June 25th to August 26, 2009 in the form of an anonymous online questionnaire.

The satisfaction with Yamato's support, the preferred contact methods and the promptness of Yamato's reaction to customer queries were, among others, topics that were covered in the questionnaire.

The result of the customers' assessment of Yamato was very positive for all domains and departments.

In several questions, the customers were given the possibility to elaborate freely on their answers. The resulting suggestions will be incorporated in Yamato's quality strategy 2010.

The effects of this program to improve Yamato's quality will be reflected in terms of increased efficiency, optimized costs and increased promptness in replying to customer queries.

The winners of the three raffled off netbooks will be contacted shortly.

Yamato would like to thank all participants for their time and their contributions.

**Visit us at the Upakovka 2010
in Moscow from January 26-29, 2010:**

Hall 2-2, booth B25





Generations of quality

Arlequin and Magnificat, the best known candies and sweets in France that many generations have grown up with, come from one of France's most renowned confectionery manufacturers: Lamy Lutti.



These tasty delicacies are produced by Lamy Lutti, with about 500 employees, in several packaging varieties and different packaging sizes in the 43,000 m² main factory in Bondues in the north of France.

Numerous private label brands for renowned customers are also produced in the factory in Bondues alongside Lamy Lutti's own brands. Four distinct product groups make up the product program being produced in Bondues:

- fruit gums
- chocolate
- hard candy
- chewing gum.

This product diversity as well as the constantly increasing demand call for flexible packaging solutions that allow for a quick change of product and packaging.

Lamy Lutti places high demands on the machines, installations and suppliers in order to secure the production, its quality and the required flexibility.



For decades, Lamy Lutti has thus been relying on Yamato for their innovative and robust multihead weighers.

About 40,000 tons of confectionery are packed in a broad range of packagings and package sizes by the factory's 18 packaging lines. The package sizes and varieties range from 70g single dose bags to 3kg bulk size bags and even include the assorted box of chocolates containing up to 21 individual products.

The focus at Lamy Lutti lies on high speed weighing, utmost precision and gentle handling of fragile products. Numerous Yamato multihead weighers are operating successfully in Lamy Lutti's factory, proving the efficiency of their performance on a daily basis.



Caution! Fragile bears...

In their chocolate product range, Lamy Lutti produces Koala, a chocolate covered marshmallow in the form of a little koala bear which is very popular in France. The weighing of this special product was a challenge, as the focus was placed on a particularly gentle handling of the fragile product. The goal was to weigh the koalas without breaking the delicate chocolate coating.

Working in close cooperation, Lamy Lutti and Yamato developed a solution to progressively minimize the fall distance of the product. Following the feeding of the product to the weigher via a conveyor belt



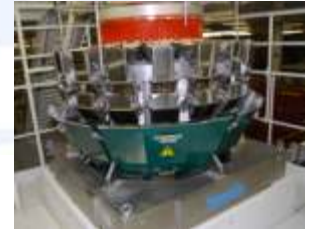
with a gentle slope, the product is weighed by a 14-head multihead weigher of the high quality Sigma-Series ADW F514 SV equipped with specially coated weigh buckets designed to avoid the adherence of the product.



True to Yamato's philosophy to provide the customer with solutions tailored to his individual needs, Yamato converted the 14-head weigher for Lamy Lutti so that the product is discharged directly from the weighing buckets to the packaging machine. The quantity of broken or damaged products could thus be minimized, resulting in great satisfaction on Lamy Lutti's part.

Candy on the fast track...

Yamato set high standards at Lamy Lutti in the domain of hard candy production. Lamy Lutti recently installed a ADW F518 SV, an 18-head multihead weigher from Yamato's Frontier High-Tech Series. Seventy different products can be weighed with this weigher: the range of the target weights of the popular Arlequin candies goes from 70g up to 3kg, all with one single weigher. With up to 145 bags per minute, the classic French candy Arlequin, Magnificat and Lutti Mint are weighed with the utmost speed, precision, and efficiency.



The goals of the installation of this packaging line with the Yamato weigher as its core element were an increase in the production capacity and the introduction of more flexibility in the production in order to be able to replace several obsolete packaging lines.

The flexibility that was won by the installation of the Yamato multihead weighers represents a great profit for Lamy Lutti: seasonal fluctuations and those due to varying demand can be accommodated without requiring a stop in the production or a costly conversion of the machines.

Hervé Brice, Lamy Lutti's engineering manager, is very satisfied with the result: "For Lamy Lutti, these two projects were especially important:

- the replacement of several obsolete candy packaging lines with a single flexible high speed line
 - the increase in the packaging speed of the marshmallows with focus on a gentle product handling in order to avoid breakage of or damage to the product's chocolate coating.
- Both the quality of the machines and the commitment and know-how of the Yamato team are the factors that made these projects a great success."

Guarantee registration of spare parts

Since October 2009, a registration form for **Yamato | BLUE ORIGINAL** Genuine Spare Parts is included in each spare parts delivery as part of our quality strategy 2010.

With the return by fax of this filled out form, we want to demonstrate our high demands on the quality of the Yamato Genuine Spare Parts, as opposed to the numerous new no-name suppliers.

Upon return to Yamato, the forms are registered and then called upon in the case of a guarantee query in order to ensure a prompt and smooth processing. Be sure to return us the filled out forms per fax in order to benefit from the advantages of this new quality strategy.



Remote maintenance

The Yamato Customer Service now offers a new means of reducing service and maintenance costs. All weighers equipped with the command console RCU 810A can now be serviced by remote maintenance. The package offered consists of two software components - the Yamato software Phindows and the remote maintenance software - as well as the documentation and ten complimentary remote maintenance sessions.

The only prerequisite for this package is a computer that has access to the internet and is connected to the Yamato weigher.

The weigher can now be appraised prior to the arrival of the service technician. The technician's visit can thus be optimized, leading to significant reductions in service costs.

The Yamato Customer Service will be happy to provide you with further information regarding this new offer.



Extended Customer Service Hours

The Yamato Customer Service has extended its business hours:
Monday to Thursday: 7am to 6pm
Friday: 7am to 5pm.



High quality @ special prices

Benefit from our unique end-of-the-year discount of

20,09%

valid until December 31, 2009 for:



Services: preventive maintenance, inspections, modifications and trouble shooting



mechanical and working parts.

Buy directly from the manufacturer to ensure guarantee for your genuine spare parts!

Secure your financial scope now by ordering before December 31, 2009!

-This offer does not apply to currently running promotions.-

Exchange of control units

For all customers owning a Yamato weigher with the command consoles RCU 600 and RCU 800 with a monochrome display, Yamato offers the exchange of these control units for the new trendsetting command console RCU 810A at a special price. This special exchange program is valid until December 31, 2009.

Your benefits:

- **a faster processor for an increased calculation performance**
- **the latest in control system technology**
- **increased reliability**
- **easy to read color display**
- **touch-screen handling**
- **a simple menu structure that enables an intuitive handling**
- **an integrated printer, ethernet connection**
- **a built-in card reader**
- **menu structure in English**



Contact the Yamato Customer Service for further details about this offer: +49 2154 9159 40.