



OUR TEAM

Behind the scenes in logistics

Daniela Zanella and Giorgio Schiavon are responsible for the logistics of handling and transporting TAKA-WPR machines.

They are a team within a team, packaging each installation to deliver it to the customer in an efficient manner.

Working in conjunction with the production department, they channel their individual skills into a single objective: customer satisfaction.

This is the same goal that guides every step of the research, commercial, contractual, production, administrative and after-sales process in the company.

They are both convinced that the most important goal is understanding the customer's needs and putting him in a position to receive their equipment in peace and with the full satisfaction of a good purchase.

Daniela and Giorgio have this at heart and put their logistics skills to work from the start by running through the entire history of the machine.

For them, logistics is both an art and a science, which is why we asked them to explain in a few words what goes into each delivery: It starts with the commercial negotiation, with the discussion of shipping feasibility, and proceeds with a detailed outline of packaging and transport.

It continues in the design phase when, among the countless technical issues to be completed, it is necessary to define the lifting and system handling points.

During the testing phase, they act as a link between internal production requirements and the customer's need to test their machine, which, at this point, is now almost complete.

From that point, the contact with the

customer intensifies, because he needs to understand the status of his machine and we organize the last steps with our teams. It is essential at this time to fully empathise with the customer and turn his requests into action.

The final stage of this complex process consists of packing the machine, loading it, shipping it, unloading it and positioning it safely, complete with manuals.

All this with the support of instructions and suggestions that are the result of our experience, professionalism, and strong, respectful and lasting collaboration.

For Daniela and Giorgio, every machine has its own story and the last page is shared with them too, who, with a careful and satisfied look at their work, hope to have achieved the only possible final objective: to offer the customer the best possible experience.



DANIELA ZANELLA AND GIORGIO SCHIAVON
TEAM LOGISTICS WPR



ABOUT US

Working on the future, today

The merger of TAKA and WPR is a natural evolution of the spirit in which the two companies, hitherto separated only on paper, have operated since their inception.

The merger, as well as being an important entrepreneurial decision, has given us the opportunity to join in an even more synergetic and dynamic way that is intrinsic to the wrapping process.

The company reorganisation has led to the creation of new working groups and the implementation of existing ones.

The Research and Development group is certainly at the core. Populated by new collaborators and organised in a flexible manner to allow an approach to projects from several points of view.

Experts from machine and adhesive production, the R&D laboratory, the application laboratory, WPR-TAKA Academy, product management and marketing meet regularly to work on numerous projects.

From the very first meeting, we have seen that different points of view, opinions and

sometimes contradictory perceptions do indeed help new solutions and ways of thinking to emerge. Technical improvements do not automatically mean a benefit for the customer and sometimes the solution is not simply the development of a new product.

Several aspects are considered: the application process, the hardware and materials involved, the actual working conditions at the customer's premises, market trends and legal requirements. All for one purpose: to find the best

solution for you, our customers!

While several innovative products have already been successfully launched, there are still many projects in the pipeline and some of them have the potential to revolutionise the world of foiling. This is what makes R&D so exciting: working today on the solutions of tomorrow. You won't want to miss any of these innovations and we can assure you that we will keep you updated.



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WE CARE!
THIS IS WHY WE ONLY USE
PEFC CERTIFIED PAPER

13 April 2021: the date of the Merger between TAKA and WPR, a new Family! Like almost every Monday, I come into the office to say hello to our staff and wish them a good week, but this is a different Monday from the usual; our family is expanding. For the first time at our Pianezze site we have Andreas, Aixmar, Franca, Luciano, Massimiliano and Giulio with us. Previously they worked exclusively at Spresiano. It is the start of a new year and a new focus on synergy with new industrial projects and new major challenges.

Andreas and Aixmar asked me to write down my thoughts on the new path. I accept and feel flattered by this. I hope with all my heart that these few lines will be able to make those who read them understand what I personally feel.

TAKA-WPR is a Family Company, rooted in our local area with the extraordinary entrepreneurial vitality of a healthy Venetian economy. As the market leader in the production of high quality HMPUR polyurethane glues, resins and machines

for foiling profiles and panels, melters, automatic machines, I can proudly say that we are "champions" of quality and service available to our customers at 360°. Champions, yes! All thanks to the commitment of all our employees.

"People and solutions" are two words that are not just a figure of speech but describe the perfect synergy between the people who work in our companies, offering answers to the market with quality and speed. This is the key that allows us to grow together and achieve excellent results year after year and be successful in the industry. I am thinking in particular of these last two years of pandemic. Our team, through their work, have shown a great ability to adapt always with respect for the rules and without ever failing in their commitment. For this we are grateful. We continue to try in our small way to reward their commitment and support them with initiatives aimed at a better working environment with opportunities for both personal and professional growth.

What does the future hold for TAKA-WPR?

A time full of challenges and serious hard work. We have made it through with years of "resilience" but have also left room for great initiative. The ability of our companies to relaunch themselves in markets around the world, making us stronger than before.

Considering the positive trend TAKA-WPR will not stop!!!

We are planning a fourth plant, efficient, beautiful, in a modern 4.0 concept, which will give us the opportunity to strengthen our production lines to grow as a group and increase employment.

Good luck and good work TAKA - WPR

Mercedes Menegotto



MERCEDES MENEGOTTO

The customer at the centre of everything

If you've ever needed help or assistance and been bounced from one call centre to another and felt that the person on the other end didn't really care about your needs, you may have been dealing with a company who doesn't give much thought to service.

Creating successful customer service means putting the customer's needs first. This is the reason TAKA-WPR merged into one company. To give the customer a single point of contact regardless of their issues.

The next step we are taking is no longer just to offer "a service", but to create a program capable of anticipating the customer's needs with targeted options:

SCHEDULED MAINTENANCE

To have installations that are always efficient and that guarantee peace of mind.

MAINTENANCE TRAINING

To make our customers self-sufficient in maintenance by sharing crucial procedures and steps with them.

PROCESS TRAINING

Because TAKA-WPR cares about the customer producing a quality product.

PRODUCT CONSULTING

To find the right combination of adhesive and machinery.

TECHNICAL ASSISTANCE and SPARE PARTS

To have the peace of mind and confidence of always finding someone on the other side ready to answer your questions and advise you on the right spare parts at the right time.

At TAKA-WPR we supply the market with a complete package of machines + adhesives.

Clearly, customers' needs vary, but the end goal is always the same; a quality end product resulting from the correct combination of adhesives and machinery.

To best respond to all these needs, the TAKA-WPR Customer Care team is expanding. We've added new staff and have integrated a multi-dimensional team specialising in both adhesives and machines.

All this to provide customers with a service managed by several crews, each specialised in its field, but at the same time coordinated with each other to be more effective.

In short, whether you need application advice, want to plan the maintenance of your machine or whatever your requirements may be, we will be able to

respond quickly and efficiently, because your needs will always come first.

If you want to know more, write to us at: service@wpr.it



Cleaning and Maintenance

Chemistry and Mechanics, Engineering and Formulation, different worlds that have nothing to do with each other. Why would you ever risk bringing them together?

Actually adhesives and lamination machines, taken separately, follow different technical paths. Their only contact point is the application process with its aim to achieve a positive adhesion and a quality product.

At TAKA and WPR, the fusion of chemical products and machinery has resulted in technology and "chemical application research" forming a single unit. Thanks to the constant exchange of information between our working groups we manage to combine processing requirements with the quality of the final product. The experience gained from this continuous

synergy has made it possible to address essential issues, including the questions of cleaning and maintenance.

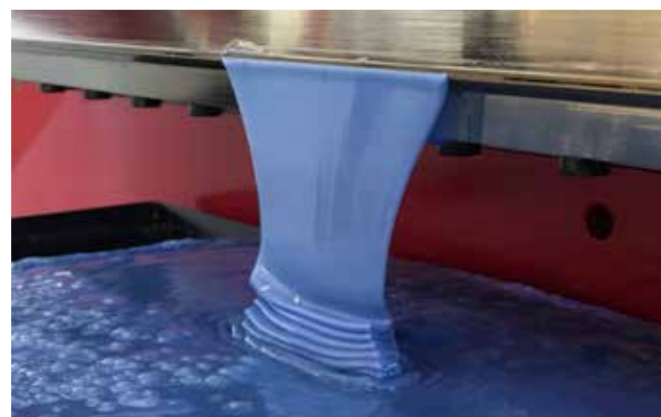
Michelin-starred chefs confirm that the kitchen must be constantly clean, just as knives, prep areas and all equipment must always be in working order. This is the only way to achieve a "great dish". It may sound like a strange comparison, but in the lamination process, cleanliness and maintenance are essential for a quality product:

The glue application head, the heart of every lamination line, is the perfect combination of mechanics and chemistry. At the point where the adhesive and the decorative foil meet constant cleaning and maintenance is necessary, but how? Adhesive residues, which may remain in the glue head, should be removed in

order to avoid accumulation and defects on the foiled profile. It is recommended to regularly disassemble the lips of the glue head and clean them thoroughly and especially critical when any defects occur in the glue line. It is important to use only brass or Teflon spatulas, which are heat-resistant but have a lower hardness than the material of the glue head to avoid scratches or serious damages.

For daily cleaning of the glue head and any other metal parts of the machine we recommend using Taka's **Cleaner WPR**, a non-hazardous product that gives excellent results especially when used on hot surfaces. **Cleaner WPR** will dissolve adhesive residues, making it easy to remove them. It can be applied using a sprayer to spray directly onto the parts to be cleaned, or using a dampened cloth.

The internal cleaning of the glue system, hot melt tank, glue hose and glue head, is carried out with melted cleaners to purge out the remaining glue and inhibit the chemical cross-linking of any residues. This cleaning is suitable for long stops such as holiday periods. We recommend Taka's **Cleaner Blu**, an easy-to-use and fast-melting product. At the end of each working day, rubbing a piece of the cleaner over the hot, closed lips to seal the glue head ensures that the glue inside will not cross-link overnight. You can find more advice on our website <https://taka.it/it/home> including video tutorials on glue application and maintenance.



Pantarei: constantly searching for innovative solutions



Pantarei s.r.l. is a company specialising in the processing and transformation of melamine faced and other similar panels. Located between Pesaro and Urbino, this company processes more than 540,000sqm of panels every month on a 45,000sqm production area and with a workforce of 200 employees.

Constant investment in new technologies, both in the IT infrastructure and in production, as well as their mission to focus on the needs of their customers and implement initiatives for the medium environment, make Pantarei a leader in the semi-finished furniture market.

One of Pantarei's core values is sustainability. This investment allows them to produce using clean energy thanks to a photovoltaic system that generates a large part of their energy needs. In addition, the materials used for the panels come from certified forests or controlled recycling (FSC) and the production waste is used to fuel a waste-to-energy plant that is used as a source of heat during the winter.

Talking about the importance of semi-finished products, Paolo Londei, Pantarei's sales manager, says that

"subcontracting in the furniture industry is a fundamental factor both for product innovation and for certified product costs.

Today, more than ever, furniture manufacturers are increasingly looking for partners who can support them on the technical and production side. For this reason, the philosophy with which they have been working for 40 years now is centred on constantly investing in production processes and raw materials in order to continually improve and maintain their position as industry leaders.

This continuous search for competent partners has led Pantarei and TAKA-WPR to collaborate in order to increase the quality of their edgbanding even further, as Londei explains, "Furniture in general has always required state-of-the-art bonding, both in terms of durability and finishing."

This is precisely why they have started using **TK 3308.20** edgbanding glue, which, with its excellent wettability, grip and water resistance, helps to achieve the desired quality standards.

Paolo Londei comments: "Pantarei chose TAKA's product about a year ago

for its quality, applicability and excellent final results. The collaboration with TAKA-WPR is also important in order to boost a national product on the market.

Londei concludes by saying, "Pantarei has always invested in technology to be competitive and face the various market demands and will continue to move forward in its search for innovative solutions." If you would like to know more about Pantarei, please visit their website

www.pantarei.pantareicomponenti.it/

