



Digital Production With FASTEC 4 PRO as a Basis for Investment Decisions at Queisser Pharma GmbH & Co. KG

Queisser Pharma, based in Schleswig-Holstein near the Danish border, develops, produces, and markets dietary supplements, medical products, pharmaceuticals, and cosmetics. Queisser Pharma is best known among consumers for its brand Doppelherz, which can be found in numerous supermarkets, drugstores, and pharmacies worldwide.

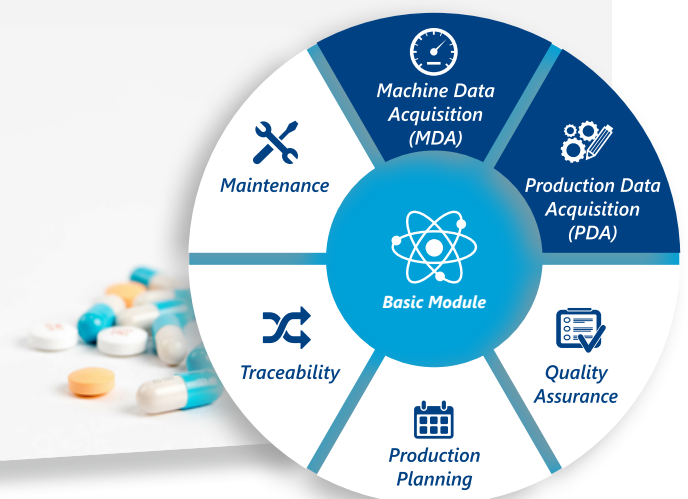
"When deciding to purchase a cost-intensive machine, the software that provides the data to base the decision was amortized directly when the new equipment was purchased. For us, FASTEC 4 PRO is the perfect tool for long-term decisions!"

Ecological responsibility and sustainability are very important to the pharmaceutical company from northern Germany. New investments and modernization projects keep production technology up to date, and thus save resources.

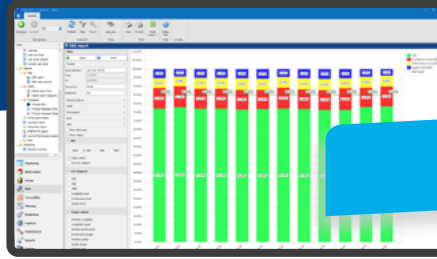
For several years now, FASTEC 4 PRO has been digitalizing the production of Queisser Pharma in Flensburg to have a viable basis for decision-making when making investments.

Overview:

- **Industry:** Pharmaceutical
- **Solution:** FASTEC 4 PRO with the modules MDA and PDA and the additional function process locking.
- **Benefits:** Facts instead of gut feeling – thanks to FASTEC 4 PRO, the company benefits from a valid data basis for making and securing important investment decisions (for example, for capacity expansions in production).



Save Resources, Invest Safely



FASTEC 4 PRO has been in use at Queisser Pharma since 2008 and was upgraded to the current status in 2021. This lays the foundation for new projects and a gradual expansion of the software solution.

Challenge:

More user-friendliness as well as a state locking were the central requirements for the updated software.

- For Queisser Pharma, it was very important that production staff could maintain the new solution very easily and intuitively with a reasonable amount of time, while still being able to perform their main tasks.
- With tightly timed lines, such as in the pharmaceutical industry, there can be a so-called “jerking operation” during start-up. Without a state locking, the system then detects several stops that need to be justified. If a state locking is implemented, the time required for stop justifications can be significantly reduced. The software then knows that the different time blocks belong to the so-called start-up, e.g. after setup operations. The state is blocked until the line is completely started up. This saves time and provides clear, reliable data.

Solution:

FASTEC 4 PRO is implemented at Queisser Pharma with the machine data acquisition (MDA) and production data acquisition (PDA) modules on eight packaging lines. There, bulk goods are first packed into blisters and then into folding cartons. A further, ninth system is currently being commissioned; this handles the filling and packaging of dietary supplements (25 ml drinking ampoules/shots). At the moment, the main data collection criteria are the capacity utilization rate, the number of incorrectly produced cartons, and the OEE rate.

The consideration of an entire working day, including the complete production volume as well as the aggregated setup and malfunction times, also proved to be useful.



Results

Queisser Pharma was already very satisfied with the FASTEC solution before the upgrade. The basic functionalities were familiar and the reports and display options were always found to be very helpful. According to their own statement, the company can now work really well with the renewed solution and the introduction with the upgrade was unproblematic.

“We were always very satisfied with the evaluation options. The upgrade also fulfilled all other requirements. We have therefore never considered changing providers.”

- The state locking makes it easier, for example, to book operations during changeover, the data is more transparent and the production employees are able to save time as a result.
- Due to the intuitive usability, training is not necessary and the desired user-friendliness is ensured.
- Thanks to the noticeable benefits of the software solution, employees have the motivation to cleanly manage downtime reasons.

The data from FASTEC 4 PRO is primarily used as a solid basis for decision-making by production supervisors and the management. After all, no investment decision can be made solely on the basis of the number of well-produced folding cartons per month. For this purpose, the recorded production data from FASTEC 4 PRO are invaluable at Queisser Pharma.

A gut feeling is not enough for capital-intensive investments, especially in the demanding pharmaceutical industry. Making mistakes costs a lot of money. A carefully examined and fact-based, worthwhile investment decision, on the other hand, directly amortizes the costs for the production software.