



## **Voith Customer Conference in Indonesia**

### **Improving Productivity, Quality and Efficiency!**

**Indonesia, as one of the largest paper production countries in Asia with an installed annual production capacity of about 10 million tons of pulp, board and paper, was chosen for customer conference in Jakarta and Surabaya in March 2005.**



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Voith Paper Jakarta, Voith Paper Service Indonesia, Voith Paper Fabrics, Voith Paper Tail Threading Group and Krieger presented products, services and solutions for improving productivity, quality and efficiency. Customers from Indonesia and Malaysia were invited to attend these seminar days to listen to and discuss with experts of the various Voith Paper Divisions from Asia and Europe.

The events started on the evening of March 2nd with a reception dinner at the Gran Melia Hotel in Jakarta, which was the opportunity for guests and Voith specialists to begin their discussions. 150 dedicated papermakers from different countries exchanged their experience and shared their input during this casual evening.

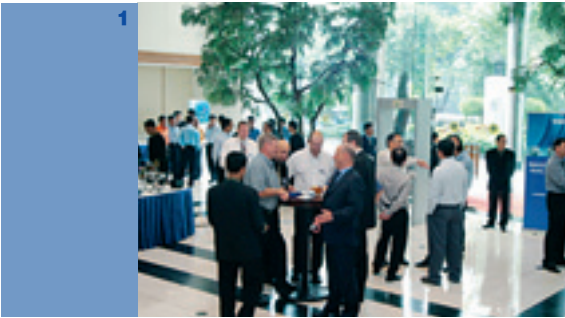
On March 3rd, the series of papers was opened by Mr. Siegfried Wauer, Managing Director of Voith Paper Indonesia and Mr. Robert Kietabl, Senior Vice President Voith Paper Service Asia, giving the audience an update of the current organization and product portfolio of Voith Paper, Voith Paper Service and Voith Paper Fabrics in Indonesia.

The technical experts from Voith in Asia and the invited speakers from overseas created high interest with their presentations and many questions were discussed in the forum at the end of each presentation. It was hardly enough time to respond to all questions to specific topics during the conference sessions. Groups, therefore gathered during coffee and

**Fig. 3:** Speakers (from left to right): Bertinus Tirtadihardja, Head of Paper Machine Division, Jakarta; Michael Cartmel, Vice President – Asia/Pacific Sales, Fabrics; Hans Peter Schoepping, Sales Manager, Krieger; Robert Kietabl, Senior Vice President Asia, Service; Beth Rooney, Business Development Manager, Tail Threading; Siegfried Wauer, Managing Director for PT. Voith Paper, Jakarta; Thomas Holzer, Regional Sales Manager SEA, Service; Michel Beltzung, Vice President Product Management Roll Covers, Service; Thomas Jap, Head of Fiber Systems Division, Jakarta.

**Fig. 1:** Discussions amongst several guests.

**Fig. 2:** Evening event with Karaoke Show.



**Mr Wong Kam Choi**  
Production Manager,  
Malaysian Newsprint Industries

*“I was pleased to be invited to the Voith Paper Customer Day. Several of the presentations were of specific interest to me. One of the drying cylinders on the MNI machine needs grinding and the ability to do this work at site would be a great benefit to us because of the saving in down time. Other topics like roll covers, fabric cleaning and tail threading are all subjects of high interest in our mill.”*

**Mr Alpin Wu**  
Deputy Director of Engineering Division,  
Pindo DeliPulp and Paper Mills

*“It has proved to be very beneficial for us to have the Voith Paper Service Center located here in Indonesia near to our two Pindo Deli mills. This allows a rapid response to our requirements. The conference was very informative with the update on the wide scope of Voith Paper’s services and products. I was interested in the details of several topics, including roll covers, on-site cylinder spraying and Modern Drying Concept.”*

**Mr Ramli Sirait**  
Deputy General Manager,  
IKPP Perawang, Paper Mill 2

*“The conference gave me a better understanding of a number of technical subjects and was a good update on Voith’s products and services. In particular I was interested to have information about the DuoCleaner as well as the new developments of Voith Paper Fabrics. Roll cover life time was discussed and is an important subject at our operation at Perawang.”*

lunch breaks to continue and work on custom made solutions for the different requests. The displayed roll cover samples gave customers insight into the products manufactured in the Voith Service Centers in Indonesia and China. 50 contact requests on the seminar organization team for a visit by a Voith expert to discuss specific customer questions, will be followed up in the near future. The high interest created by the Voith team during this seminar was also reflected in the fact that over 80 % of the guests handed in the seminar feed back form, giving us their comments and input for future events.

After a hard working day, all guests and Voith staff could finally enjoy an evening

with a traditional Indonesian dinner and first class entertainment. Some of the customers still could not stop work and continued to discuss paper making topics where others enjoyed their time with karaoke singing on the stage.

A successful event ended late in the evening after intense communication between paper making experts from all over the world. Satisfied customers left Gran Melia Hotel on March 4th to plant tour to our newly establish Stock Preparation Service Center of Voith Paper Indonesia in Jakarta, to get an overview of our rotor restauration competence and to our Voith Service Center in Karawang for an update on the latest state-of-the-art roll cover production.

The Voith seminar organization team meanwhile was working already behind the scenes to move all the equipment to Surabaya for the next stop, where the same seminar was held just a few days later, on March 8th, at the Marriott Hotel in Surabaya.

The event in this region was again very successful with 72 customers and Voith experts, many follow up requests from the visitors and very positive comments in the returned seminar feed back forms from our guests.

A big thank you to the South East Asian paper makers for participating on this Voith Conference. We are looking forward meeting all of you again in Indonesia.