

InterFlex Group - Exact Macola ES

## InterFlex Win Lean Excellence Award

Edinburgh-based InterFlex is the 2008 winner of the British Printing Industries Federation (BPIF) - Printing World Award for "Best UK Lean Manufacturer of the Year". The Company, which produces printed and laminated films and waxed paper for the food and cosmetics industries, has been trading continuously from its Scottish base since the early 1900s. Its journey towards this award started in 2004, when the Company recognised it would have to raise its game to remain competitive. Every step of the way, the process has been supported by the shop floor data in its Exact Macola system.

Exact Macola Progression was used by the InterFlex Group at their US Headquarters in North Carolina. After InterFlex acquired the Scottish plant in Dalkeith, Exact Macola Progression was installed by Lynq in 2001. According to Andy Dearden, the Operations Director at Dalkeith, the Macola products are easy to use, stable and robust.

*"Macola has strength in depth as well as breadth, unlike competing products which tend to be strong in only one or two areas."*

In the four years since starting its lean revolution, InterFlex has introduced Standard Operating Procedures (SOPs), new plant, and completely reorganised the layouts and physical process ... ➔

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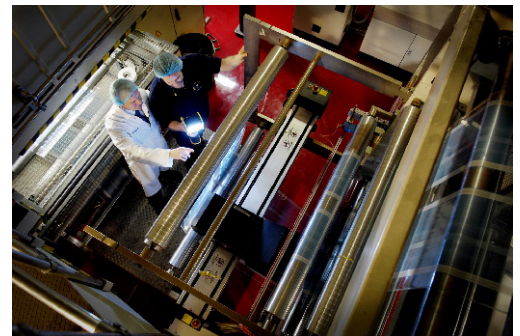
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INTERFLEX GROUP



***"Lynq's commitment speaks for itself - they are always willing to go those extra 10 yards for you."***



➔... flows in its two adjoining buildings. InterFlex's progress in increasing efficiency and reducing waste has been documented and measured through the use of production data from Macola, ensuring Key Performance Indicators (KPIs) are linked directly to output and productivity.

In 2008, the InterFlex Group acquired EBR in Sunderland, enabling the Company to compete across multiple market sectors, and expand its product lines to include film and paper laminations, cold seal and coated structures, as well as wax paper and polythene bags.

InterFlex committed to upgrading the Dalkeith plant to Exact Macola ES, and implementing it in EBR over the summer of 2008. Everyone involved freely admits it was an ambitious target, involving a huge amount of work. The project was managed by Bill Elkin, Chief Financial Officer for the InterFlex Group. Other key players were Monica Murray, IT Manager at InterFlex, and Gordon Downham, Support Consultant at Lynq.

A key requirement was the need to run Macola ES for both sites from a single database in Dalkeith. This was complicated by the need to keep the companies financially separate until they were formally merged into a single entity at the end of 2008. Gordon's work on this aspect ensured InterFlex was able to meet its implementation targets. InterFlex wanted to be sure Macola ES would manage the two operations independently until the end of 2008, without requiring additional work when the acquisition was complete.

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Even though she knows what to expect, Monica Murray is still impressed by the friendly support and commitment from Lynq. She cites the example of Peter Hayes, Lynq MD, getting off a delayed flight from the US, and heading straight for Dalkeith to work on the final ES upgrade.

***"Lynq's commitment speaks for itself - they are always willing to go those extra 10 yards for you."***



Both Andy Dearden and Monica Murray recognise Lynq as a service-oriented business - a true partner, with no sign of the traditional client : supplier style of relationship. Andy says of Peter Hayes, Lynq MD:

***"If Pete can't do it, he'll die trying. If he still can't do it, it probably can't be done."***

