

PIRAMAL GLASS NEWSLETTER

Quality Systems

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WELCOME



The concept of quality is something that is constantly evolving, as we develop new products, find better ways of working, and our customers refine their tastes and preferences. That is why, we invest in people, training, and working ethics to ensure every product we make conforms to the best quality standards.

From conceptualization and design phase to the dispatch of the finished product, each member of our team ensures compliance of the highest quality standards for all products, processes, and services as aligned with the global best practices. For this reason, our glass packaging and decoration display class and are highly valued by our most revered customers. This requires a continuous monitoring through the order-to-dispatch cycle, from the raw material to the finished product.

To do this, we have dedicated teams for Quality Control and Quality Assurance in every facility. We would like to briefly share some of their best-practices and initiatives through this newsletter.

Vijay Shah,
Director, Piramal Glass Pvt Ltd

Manufacturing Quality Glass Packaging

At Piramal Glass, we continually strive to be one of the foremost players in the arena of glass packaging and decoration by offering products and services exceeding customer expectations. We are committed to enhancing customer satisfaction by improving effectiveness of our quality management system by,

- ✓ Continuously improving our operations vis-à-vis our strategic goals.
- ✓ Consistently meeting customers and other applicable requirements.
- ✓ Involving our employees and associates in identifying and achieving objectives.

Quality is the prime focus in all our manufacturing and decoration sites

We constantly encourage multiple quality-related technological initiatives and systems, integrated with our design, operations, and quality teams for higher quality, process effectiveness, and higher customer value. Also, we constantly gather, learn, and apply customer's suggestions in order to enhance quality.

"The Real-Time Manufacturing Insights (RTMI) system have strengthened the communication between the hot-end and the cold-end of our production line. Using active digital monitoring we have reduced process times by finding root causes faster and improve our quality parameters at each stage"

We undertake comprehensive quality checks and audits at three stages;

- ✓ Incoming Inspection
- ✓ In-process Inspection
- ✓ Finished Good Inspection

For our decoration processes, we undertake additional specialized testing procedures depending on the type of decoration service. We also do a thorough inspection, lab-test, and technical analysis of incoming Raw Materials. We have modern testing laboratories and equipment for the same. Similarly, we carry-out detailed evaluation and audit of all our vendors. The standard operating procedures are developed based on the customer requirements and are in-line with global standards for glass industries.

Focus on both manual and automatic inspection

Our operations strive to deliver the highest quality, both effectively and economically. Over half of the quality checks involve expert visual validation to ensure the glass is in the correct locations, have the right shape or color or texture, and are free from any defects. Automating all types of visual checks is not always practical because of the volume of inspections, product variety, and the possibility that defects may occur anywhere on the bottle and could be of any size. With our strong and experienced team of sorters, inspectors, and controllers we ensure highly efficient manual inspection process and resorting process, especially for more critical designs. Additionally, we do a regular SQC inspection for monitoring and maintaining the quality of the bottles.

Pharmaceutical Glass Packaging Site

Our pharma glass packaging sites are ISO 15378 certified to ensure the highest sustainable quality. Our staff is fully committed to applicable GMP norms and are trained to ensure the highest maintainable quality. Our upgraded pharma glass packaging furnace, ensures manufacturing of particulate-free and contamination-free type-1 glass. Also, we maintain an utmost hygiene standard inside the facility. As a practice, we have made personal hygiene, clothing, and additional protective apparels mandatory for all individuals inside the facility.

The cold-end of this facility is developed into a closed unit, so that all inspection and packaging operations take place in a controlled environment. The state-of-the-art camera based inspection systems are installed to auto inspect the defects and reject the ones that aren't up to the standard. Our facility produces products in accordance with the common pharmacopoeia requirements.



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Quality Inspection Process

Our quality inspection in glass packaging involves five levels of checks,

- ✓ **Level 1** – At our glass forming lines, immediately after the bottle is formed, multiple line operators along with quality controllers carry-out hot-end sampling for dimensional and visual checks.
- ✓ **Level 2** – At the hot-end, defective ware rejection takes place, which is an automatic process, to ensure quality after bottle swabbing (for lubricating the mould). At the cold-end, both inspection and lab-tests are carried out for dimensional and visual checks, where samples are collected from the exit of the annealing lehr where bottles are gradually heated and cooled to de-stress.
- ✓ **Level 3** –The bottles then pass through a series of automatic (camera based) inspection machines as well as stringent manual inspection through our experienced sorters. These checks ensure for body defects, neck finish, bubbles, and presence of foreign particles.

“It is difficult to detect cracks in Black Feeder-Colour Bottle. We have special camera based inspection process to detect these cracks easily”

- ✓ **Level 4** –The bottles are shrink-wrapped by automatic machines, and a sample of these packed bottles is put through a Quality Assurance (QA) process to check for defects. QA, pack-ware audit, ensures the quality of the final product and certification of the lot.
- ✓ **Level 5** – Pre-dispatch inspection (PDI) is carried out for physical and hygiene condition of the product. The packaging which is used for transportation is fumigated and checked for hygiene criterions.



Quality Certifications

As a trusted partner, we have aligned our management systems and processes effectively. Our systems have evolved over decades, ensuring consistent Quality of products and unmatched services. We believe in sustainable development are also committed to social obligation.

List of our Quality Certifications,

- Quality Management System – ISO 9001
- Social Accountability Management System – SA 8000
- Primary Packaging Material for Medicinal Product – ISO 15378
- BRC Global Standard for Packaging/ Packaging Materials Grade A
- Food Safety System Certification – FSSC 22000
- Occupational Health and Safety System – OHSAS 18001
- Environmental Management System – ISO 14001
- Registered with US FDA – DMF No 16216
- Registered with Health Canada – DMF No 2010-069