

Engineer interview

The recipe of gaining trust for CCW

Since you have been involved in the development of Ishida's weighing machines, is there any will/idea that you have inherited from your predecessors?

In the development department, we have inherited the spirit of "What you need to see is always in the customer's factory". And we strongly believe that going to the customer's factory and observing the production line to find and solve problems are the most significant step forward in our development. This will also lead to customer satisfaction and product innovation.

Do you visit the customer's factory from the start of the business negotiations?

As stated in Ishida's Code of Conduct, "Go to the site, see the actual product, and know the reality," our engineers take various opportunities to visit customers for business negotiations, delivery, and machine adjustments.

We strongly believe that observing the customer's factory and directly communicating with them are not only to solve problems, but also enhancing a firm relationship.

However, it is difficult to solve problems by simply visiting their factories. What is important is to learn about machines and customer's production lines as a proficient technical engineer. Therefore, our team members are always given the opportunities for the improvement of their skills and experiences. And then we continuously contribute to our customers not only by responding to their direct requests, but to also respond to their potential issues and needs.

What factors do you take care to consider when developing multihead weighers?

As multihead weighing is a measuring instrument, "accuracy" is the most important factor and frequently required for productivity. Therefore, we are developing our machines with a strong faith to prevail over the competition in accuracy.

In addition, we are developing machines with hygienic features because foreign matter absolutely must not be allowed in the production line.

When we developed the first multihead weighers, it was mainly adopted by customers in the snacks industry, but as we have expanded into various markets, we have been hearing more and more requests for a waterproof model.

In the production environment for wet products, machines are washed with high-pressure and chloride water, so we have also been working on how to minimise the risk of aluminum rusting and the risk of contaminants entering the food chain.

What makes Ishida multihead weighers unique when compared with other weighing companies?

Ishida was the first company in the world to develop a multihead weighing machine.

As a pioneer of multihead weighers, we are confident that Ishida's weighers will never lose weighing accuracy when compared with other weighing machines.

While competitors are also developing machines with similar

technology, we have launched the next generation model in October, CCW-AS series, which achieves an internal calculation of $\pm 0.01g$ weighing accuracy by improving the machine platform and circuit board.

And, of course, we have also further improved hygiene and minimised water ingress.

What is the future outlook for weighing machines?

In the next one or two years, we plan to expand the model lineup not only of circular weighing machines but also linear machines to contribute to various customers to apply the accuracy and hygiene technologies established through the development of the CCW-AS. We will continue to check our customers' production lines, listen directly to their requests, and solve issues which emerged from those processes with the advanced technology.

To do that, our engineers will be responsible for Ishida's technology in the future, to actively communicate with our customers to understand their production lines, and to develop machines with a deep understanding of their issues and requirements.

While we have adapted for customers with dry products by improving weighing accuracy and operating efficiency, the CCW-AS series improves product feeding for sticky wet products, and the waterproof model is IP69K compliant to accommodate a wider range of products. In recent years, we have also been working on technological developments in collaboration with various universities as part of open innovation.

Finally, please give a message to customers who have installed Ishida's weighing machines.

We would like to thank our customers for choosing Ishida's multihead weighing machines, and we will continue to develop machines to improve productivity and contribute to food safety and security more than ever before.

We will continue to respond to the trust given by our customers not just as a supplier, but as a reliable partner.



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