

Industrial^{IT} for Papermaking

ABB Customer Service Management (CSM) saves time for mill personnel while it monitors production at VIDA Paper.

VIDA Paper's Lessebo mill lies in an area of natural beauty by Lake Län in southern Sweden. An integrated pulp and paper mill, Lessebo specializes in colored paper used in the printing industry and other businesses. Today, the mill's production is controlled by ABB's Customer Service Management (CSM).

At VIDA Paper's Lessebo mill, located several miles from Växjö, Sweden, production is ruled by the colorful and exceptional paper it manufactures.

With its roots in the 17th century when it began operations as a handmade paper mill, Lessebo today is an integrated pulp and paper plant, specializing in colored paper used in the printing industry and other businesses. The mill's three paper machines produce 60,000 tons of paper annually.

"We are wholly dedicated to running several short, small batches of white and colored graphical papers, as well as other specialty papers that our largest competitors can't produce," says Peter Lindahl of Project IT, project leader for the CSM installation.

CSM answered the demands

Short production runs, hundreds of different paper colors, many qualities and sizes of sheets and rolls, as well as



countless customers worldwide – these factors place large demands on a system designed to manage, monitor and simplify the process.

"At the end of the 1990s, we started looking for a good new production system that could be used at Lessebo as well as at a couple of other mills in the company," says Lindahl. "We saw that with ABB's CSM, we could do what we wanted. It looked like a very sensible fit for us. We could also see that it worked well in a production environment similar to our mill."

Follows every order

ABB's Customer Service Management (CSM) is a master order and planning system that follows every order, from the production process all the way to warehousing and shipping. At the start of 2006, the CSM system's Sem Tracker was installed at the Lessebo mill, followed by CSM Order and Shipment which was installed and implemented in the summer of 2007.

The Lessebo mill produces specialty colored and graphical paper used by printers and a variety of other industries. To meet stringent customer requirements, VIDA Paper invested in ABB's CSM production system.

“It provides quality assurance through traceability for each order as well as faster order and production planning,” says Peter Lindahl, at VIDA Paper's Lessebo mill.

“Installation took three to four weeks, and it was great to be able to follow the first order the whole way out. Exciting,” says Lindahl.

Today, the two CSM modules are connected into a single system.

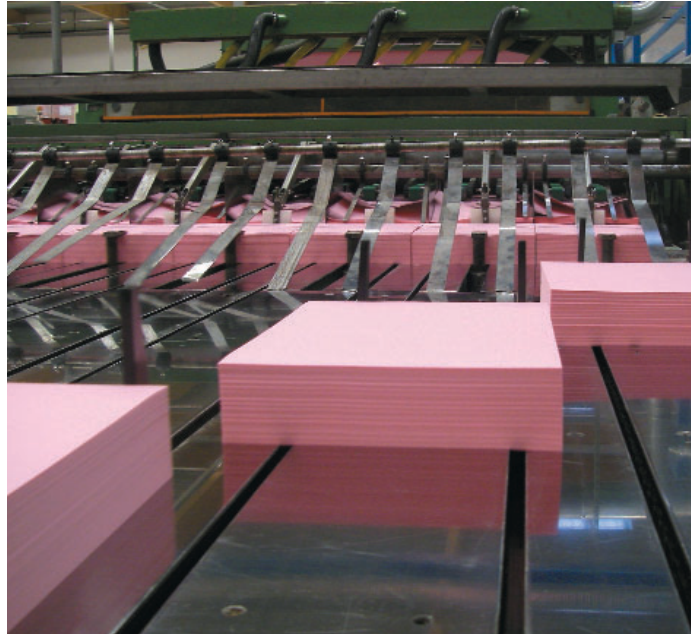
Says Lindahl: “It was not altogether simple to get such an extensive system into operation, but it is now working well and we are continuing to develop it with upgrades.”

Total control

From paper machine production to the pallet or roll sent to the customer, CSM gives the Lessebo mill total control because it monitors and documents the entire process. Each machine has a PC or a terminal where operators can record everything that happens to the paper. Their entries cover every action on all pieces of equipment, from jumbo reel to the roll machine, where the paper is slitted into smaller rolls, to the plant's four guillotine machines.

Lessebo's paper includes an especially wide range of standard products, but customers can also customize their orders. For example, printers can request special colors or sizing for books and other publications.

“The colored paper is often used for advertising inserts or the end papers for books,” says Lindahl.



Some customers buy larger sheets and some buy whole rolls, but most production is processed to make A4 paper. Post-processing is performed depending on product specifications, followed by final packaging and, finally, warehousing and shipping.

“The customer must have his product on exactly the right day and we organize this swiftly, thanks to the CSM system.”

Automatic control

An important task for the CSM system is to confirm whether the delivery date requested for an order can be met. When an order is entered into the system, CSM automatically checks to see if there is production capacity or if the product is in stock. It also verifies shipping and transportation options.

“The system says whether we can activate the order as the customer desires. The customer must have his product on exactly the right day and we organize this swiftly with the help of the CSM system,” says Lindahl. “Furthermore, the system is linked to our financial system. The invoice is printed out automatically by the CSM system on delivery and it is also returned automatically to the finance system.”

Traceability provides security

The system's backward traceability has proven to be a great advantage for Lessebo. An order moving through production is "tagged" with all of its previous production batches. The system keeps track of the order, from origination through shipping, and provides the capability to search backward.

"The traceability provides the security we want. If a customer finds a flaw, we can quickly indicate which rolls are involved, find them and prevent the flaw from affecting other customers," observes Lindahl. "This is very important to ensure product quality."

All data under the same roof

Lindahl explains that the CSM system provides a great deal of basic security in many ways. For additional protection, VIDA Paper has expanded the system to include several alarms and reports.

"The system is very helpful – it facilitates all contacts with customers and vendors and we have all the data under the same roof. We also had control before – but now everything that can be found is in a single system – and it is both faster and more secure," says Lindahl.



The large proportion of the Lessebo mill's production which is processed to make A4 paper is handled in a newly constructed A4 line, where Carina Bengtsson works as an operator. ABB's CSM system is responsible for the system's total control, from production in the paper machines to the pallet or roll that goes to the customer.



Peter Lindahl, of Project IT, was Lessebo's project leader for the CSM installation. "The customer must have his product on exactly the right day and we organize this swiftly, thanks to the CSM system," he says.

VIDA Paper's Lessebo mill

In the Lessebo mill, 60,000 tons of fine paper and 30,000 tons of pulp are manufactured annually by 225 employees.

The mill's main products are uncoated and colored paper, including the brand names Scandia 2000, Lessebo Design, Kaskad and Colorit. Most of the paper is sold to customers in Europe, Asia and Australia.

Lessebo Mill, VIDA Paper AB, is part of the Vida Group, Sweden's largest privately-owned sawmill company.

ABB's delivery

ABB Customer Service Management (CSM) is a master order and planning system that follows every order through the production process all the way to the warehouse and shipping.

ABB has delivered the modules of the CSM Order System and the CSM Distribution Module to VIDA Paper's Lessebo mill.

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