



Editorial

Successful through quality

Dear customers & partners

2008 will be remembered as a special year in the company history of Meusbürger. At the beginning of this year, my father Georg handed over the responsibility for the company after 43 years as Managing Director. But he continues to be available for me with his advice. Of similar importance was our joint decision to expand the company considerably: we have planned to invest 20 million Euro on infrastructure up to 2011 – to provide even better quality and service.

Based on decades of top performance and absolute reliability, Meusbürger is widely trusted in the market and continues confidently along this tried and tested path.

Christmas is coming soon. No doubt, you are looking forward to some quiet days of reflection. Christmas is a time in which we can switch off the hectic and fast-moving world and find some peace. Peace that will be good for us all.

We wish you a peaceful Christmas and a good start into the New Year.

Kind regards and best wishes for 2009

Guntram Meusbürger



Happy Christmas and a successful year 2009!

A short Christmas story

Jonas and the Christmas tree

For days, thick snow flakes have been falling from the sky. Mountains and valleys in Vorarlberg have turned into a magnificent winter landscape. The breath of people and animals turns into small white clouds. It has turned cold. In the streets you can pick up the lingering smell of gingerbread, cinnamon and hot drinks. Candles and lights create a magical and thoughtful atmosphere. All is quiet. The expectation of a very special time radiates from people's eyes: Christmas. A few more days – and Christmas will be here.

Only Jonas, the foreigner, cannot look forward to Christmas. He doesn't even know what Christmas is. It is not long ago that he came here and where he comes from, nobody has even heard about the festivities with the tree.

But Jonas senses that Christmas is very important to people here and so he asks a lady in the street: „What is Christmas? I don't know what it is. „The lady explains to him why and how people celebrate Christmas. He likes what he hears and he

decides to celebrate Christmas as well.

So he goes out to buy a Christmas tree, walking along the snow-covered roads. He sees a sign: „Christmas trees for sale, best bargains!“ He enters the shop. As soon as he enters, a sales assistant pounces on him: „E hutta meverui tuksen flanisa.“ „I can't understand you. Do you not speak my language?“ The sales assistant drags Jonas into a hall with Christmas trees. The trees are all squashed together and barely have any needles left. „Why do the trees have so few needles? That looks so sad“, says Jonas. The sales assistant grumbles and is irritated.

Jonas leaves the shop disappointed – he had quite a different idea about all that. After a few steps he sees a stall full of trees in many different shapes and sizes. But these Christmas trees look quite different – they seem full of life and almost radiate a deep green colour. „How wonderful they smell“, says our foreign friend, „and they still have all their needles!“ „Of course, we have felled them only yesterday from our own



woodland, at the best time of the moon“, smiles Eva, the girl tending the stall. Jonas buys a beautiful tree.

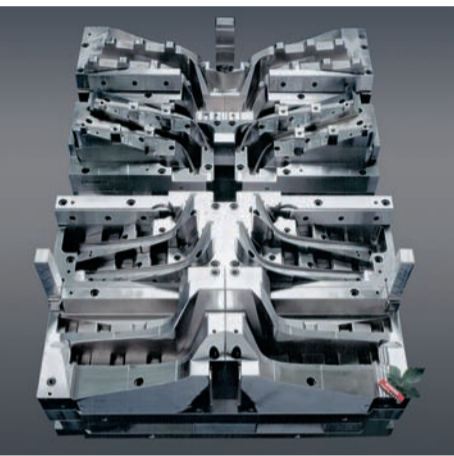
Just as he was wondering how to take the magnificent tree home, Eva says: „We will deliver this tree to your home

tomorrow, so you don't have to carry that heavy load. At what time would it suit you?“ Jonas is over the moon. He looks forward to Christmas.

Now he wants to bake cookies – but that is another story...

Berhalter AG Switzerland

Meusbürger talks with its customers



Berhalter AG in Widnau has been one of the leading metal working companies in the Rhine valley for almost fifty years. This Swiss company has nearly 100 employees and specialises in machine construction, tool making and mould making as well as pressing technology and mechanical manufacturing.

Berhalter is very successful in producing top products for machine construction and tool making that are made to customers' requirements. For this purpose, Berhalter provides its technicians and engineers with state-of-the-art machinery and the most current process technology. The people at Widnau even boast their own electric/electronic department.

inForms has talked to the President of the Management Board, Fritz Berhalter, about the long-standing partnership with Meusbürger, about the advantage of the location at 'three-countries corner' and many other things.

inForms: Berhalter is a traditional company just as Meusbürger. What criteria or

values do you apply for selecting your suppliers and partners?

For us the most important criteria are reliability, quality and value for money. Where possible we like to maintain personal contact with our partners, i.e. customers and suppliers. Thanks to this type of cooperation we communicate on quite a different level, a level where one knows each other and is familiar with the problems our partners face. That helps both sides to benefit.

inForms: Is the geographic proximity to Meusbürger an advantage in the business relationship?

Generally speaking we choose Meusbürger for its quality rather than its nearby location. But of course, in some cases it is an advantage. Particularly when we unexpectedly need an express delivery or something special. In this respect we can also rely on the flexibility and service of the Meusbürger team.

inForms: What is special about Meusbürger? There are many places in Europe where you could buy your supplies.

We have no reason to buy elsewhere. Meusbürger offers quali-

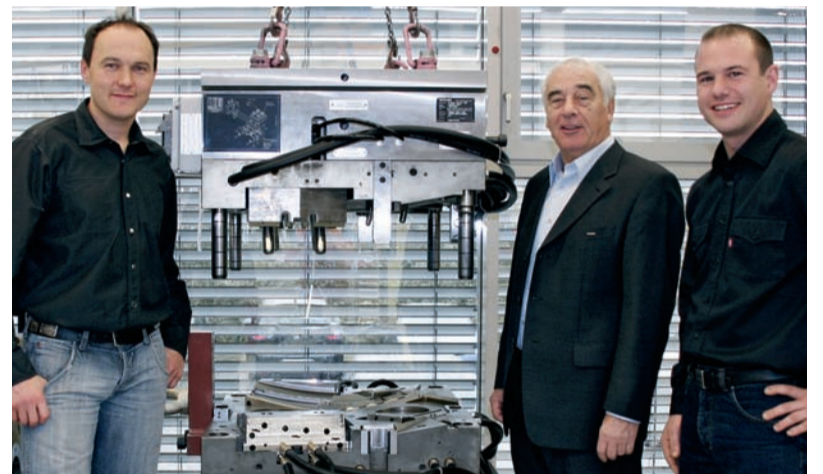
ty at competitive prices and with short delivery times. Besides I know Georg Meusbürger personally for many years now. I can identify very well with his steady but focused development policy.

inForms: To what extent is the EU-border with Switzerland an obstacle for business relationships with Austria?

The outside EU-border is not a big obstacle. Having said that, the extra administration and organisation required seems quite unnecessary and does not help.

inForms: What makes the Rhine Valley so favourable as a location for production?

The Rhine Valley offers many advantages. One of them is the availability of a comprehensive infrastructure. At the same time, this region offers a good quality of life, which makes it attractive for our members of staff. But the really big advantage is the geographic position in the 'three-country triangle' with its central location and short distances to all of Europe.



f.l.t.r. Stefan Köppel (Head of mould making), President of Management Board Fritz Berhalter, Armin Huber (Technical Sales for mould making)

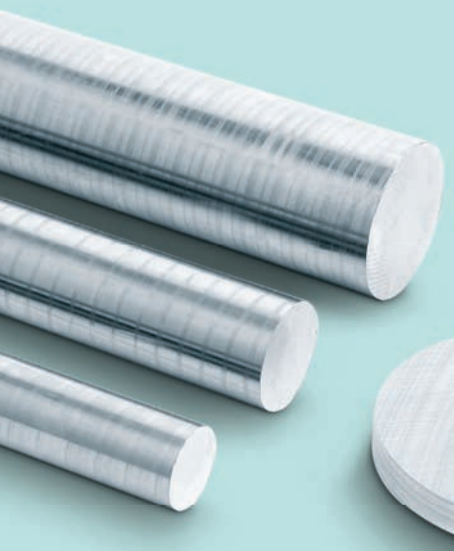
Fact box

BERHALTER AG, Widnau (CH)

Company formation: 1960
No. of employees: 100
Turnover: approx. 18 million. CHF
Capacity: 200 moulds and tools per year

Meusbürger News

Overview of the latest new products and extensions of existing ranges:

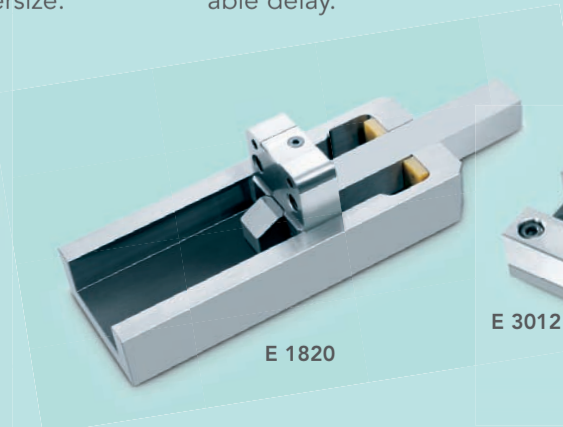


Round bars

The comprehensive range of round bars with stress-relieving heat treatment has been put together for mould inserts and cores as well as for machine construction and jig making. The high-grade steel is pre-turned in the diameter and sand-blasted after the heat treatment for stress relief. The length has been sawn to oversize.

Flat latch lock

The flat latch lock E 1820 is characterised by its compact construction and strong latches with large surfaces. The precise action guide curves make exact switching possible and the integrated stop dampers ensure quiet operation that is easy on the tools. The flat latch lock can also be obtained with adjustable delay.



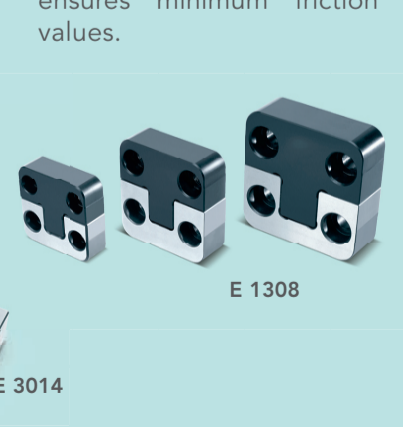
Slide elements

The comprehensive range of slide elements consists of individual components that are fully compatible with each other and can all be fitted from the split line face. In addition, fully configured slide components are available in many popular sizes. Strong cotters with integrated retainer angle pin round off the comprehensive product range.



Top lock

The high-precision top lock E 1308 has been designed for space-saving horizontal installation. Special features are the integrated collision protection through a lateral clearance and the service-friendly groove for dismantling. The tried-and-tested W-C:H-coating ensures minimum friction values.



New products online under www.meusbuerger.com/new-items

Investment in delivery quality

speech-supported order picking system

Every day, Meusburger packages and sends several thousand stock items. When a customer order is processed, the department for storage/order picking is responsible for picking the ordered items

from stock. The main objective is to get the ordered items sent out in time, which means that picking the right quantity of the right article is an essential quality criterion.

To support this process, a speech-supported order picking system was installed in June 2008. It was an investment which has already shown clear successes: from August it was possible to reduce mistakes in order picking by over 50% and thereby increase the rate of correctly picked items to over 99.93%.

And this is how it works

The order pickers carry a mobile terminal attached to a belt around their hips. A ring scanner is attached to their index finger – this will read the bar code of the article at its storage location. They are told the required quantity of the item via a headset. If they scan the wrong item they will hear an acoustic error message. And at the end, after



The new order picking terminal is in daily use

completing an order, the system will check whether all items have been included. It is the perfect support for the staff that have to keep up with 21,000 articles, some of which look very much like another one, from a storage area of about 9,000 m². „With the help of the system it is rare that wrong items are picked or parts are omitted from an order“, is the comment by Warehouse Head, Franz Österle,

who is pleased about the lasting improvement in quality combined with easier working. He emphasises: „We are pleased to be able to improve the working comfort with the help of the speech-supported system.“ An effect that benefits customers in equal measure as it was possible to again improve service quality significantly.

Clamping system to save costs

The tried-and-tested clamping system reduces costs

Cost-efficient production is a vital requirement for tool and mould making in Central Europe as the cost pressure from Eastern competitors con-

tinues to increase. Apart from using standard mould parts, savings can be realised by shortening fitting times when using a clamping system which

can also help to improve quality even more.

With the clamping system H 1000 it is possible to accurately and repeatedly align and clamp form plates up to a size of 596 796 where it is important for standard moulds, i.e. in the guiding bores. The system provides significant savings in cost and time as well as helping to avoid mistakes in aligning. As the position in the system of coordinates stays the same (the zero point remains the same), programming is made easier.

One main advantage is that all form plates can be clamped without collision contours so that the risk of collisions is minimised. With the other clamping options, the H 1000 from Meusburger is a multifunctional

clamping system for form plates, vices and electrode holders.

The company Geobra Brandstätter GmbH from Zirndorf in Bavaria, which is better known under its brand name Playmobil[®] goes one step further. The company uses the clamping systems not only in the standard version but also as an integrated part in the clamping elements of the processing machines. Quite recently, a clamping cube for a processing centre was fitted with the bore scheme of the clamping system H 1000. Meusburger accepted the machining work because the company wanted to demonstrate that the clamping system is not only available in its standard version but also in customer-specific designs. „For the type of mould making we carry out it is not only the time factor that is very important but also the

certainty that all plates have the same reference dimensions“, says the Head of mould making at Geobra. „That is the reason why we use the clamping system H 1000 from the beginning“, continues the Head of mould making „on all our milling and erosion machines.“

Customer Feedback

„We are using the H 1000 successfully on all our milling centres. Advantages are short fitting times, no alignment to be carried out and always a zero point available. All workpieces to be clamped rest on point supports so that it is possible to work 'through'.“

Otmar Gutmann, Managing Director
Color Metal GmbH, Heitersheim (D)

„We use the H 1000 clamping system on all our milling machines. It drastically reduces alignment times and we no longer have to carry out centered placement and aligning. Each plate is positioned exactly in the centre and in the same position as the previous plate. The clamping options are almost unlimited. When working in a 5-axis system, the clamping system is also very useful. Irrespective of the type of machining process, the plate is always exactly at the centre turning point of our machines.“

Peter Hinz, Technical Designer
Weha-Plastic GmbH, Remscheid (D)



H 1000 film online under www.meusburger.com/h1000_en



Customer-specific clamping system with H 1000 bore pattern

Close to our customers

Meusburger achieves even better coverage in Europe



The Meusburger sales team (field service) f.l.t.r.: 1st row, kneeling: Stefano Borello (I), Mihai Giurgiu (RO), Ernest Zapf (SK), Paul Temesfői (H), 2nd row, standing: Bojan Rojs (SLO), Frederic Brender (F), Guillaume Convert (F), Managing Director Guntram Meusburger, Manfred Faßnacht (D), Joachim Urbaneck (PL), Armin Chiesola (D), Michael Hiller (NL, B), Michael Kirchhoff (D), Riccardo Bellezza (I), Andreas Vogel (A), Miroslav Horna (CZ), Dirk Hamacher (D), Przemyslaw Szymanowski (PL), Dominique Kundolf (F), Henry Passoth (D), Thomas Krauss (D), Head of Field Sales Norbert Geiger (D), Richard Frick (CH, A), Guido Mott (D), Silvia Venturini (I), Martin Heßmann (D), Louis-André Lilla (I), Frank Millkuhn (D), Christian Ludwig (D), Lutz Schaller (D), Gary Ricketts (GB), Joachim Zinnöcker (A), Gernot Sambas (D), absent: Gary Powner (GB)

Customer service has a high priority at Meusburger. Especially regarding advice at the customers' premises.

For this reason, Meusburger now employs a total of 33 field sales representatives all over Europe. In Germany alone Meusburger has 13 field sales representatives in service: „We have significantly increased our international sales team in recent years and thereby substantially reduced the size of

all customer service personnel areas. This means that we can support our customers and partners even more effectively“, says Head of Field Sales, Norbert Geiger. Customer requirements and requests received by our offices are dealt with by our in-house sales staff, the number of which we have also increased. In addition, Meusburger has been cultivating personal contact at trade fairs for many years. In this way the company from western Austria maintains a compre-

hensive and flexible customer service.

Even stronger presence in Eastern Europe

In the next few years, Meusburger will strengthen its sales team in Eastern Europe as well as in other areas; Managing Director Guntram Meusburger explains: „In recent years we have opened up new markets in Eastern Europe; in particular in Poland, Romania, Slovakia, Slovenia, the Czech Republic

and Hungary we were able to expand our position significantly. We are only at the beginning of this development and are convinced that we will be able to strengthen our presence in the Eastern European markets even further.“

Tip

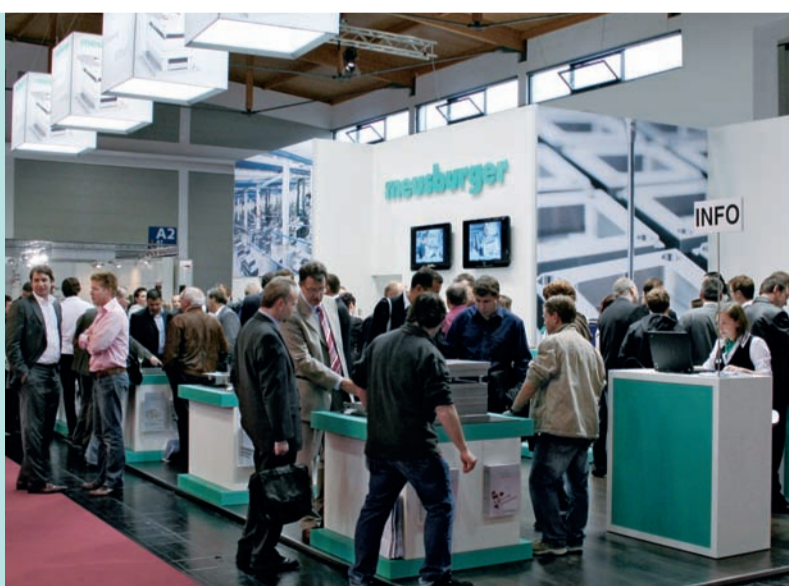
Visit www.meusburger.com to view a listing of all regional contacts by entering the relevant post code.

Review of Fakuma 2008

At Fakuma 2008 in Friedrichshafen (D) the Meusburger stand was extremely busy. Numerous professional visitors from Germany and abroad came to speak to the Meusburger exhibi-

tion team and gather information about all new products and developments. There was also a fitting celebration of the inauguration of the new exhibition stand. Over 3,000 visitors from the tool making and mould making industries dropped by and ensured that the exhibition was successful for Meusburger.

Film online under www.meusburger.com/trade-show-movie



Fact box

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Business hours

Monday to Friday 07.00 to 16.30 hours

Our sales department will provide an emergency service on the following public holidays

Tue, 06.01.2009 Epiphany
Thu, 11.06.2009 Corpus Christi
Please note that due to the statutory driving ban for HGV on that day dispatches are not possible. Thank you.

The company will be closed on the following public holidays

Wed, 24.12.2008 Christmas Eve
Thu, 25.12.2008 Christmas Day
Fri, 26.12.2008 Boxing Day
Wed, 31.12.2008 New Year's Eve
Thu, 01.01.2009 New Year's Day
Mo, 13.04.2009 Easter Monday
Fri, 01.05.2009 Labour Day
Thu, 21.05.2009 Ascension Day
Mo, 01.06.2009 Whit Monday
Fri, 25.12.2009 Christmas Day

Tradefairs

1st half year of 2009

Intec

Germany, Leipzig
24 to 27 February 2009

Plast

Italy, Milano
24 to 28 March 2009

Formatool

Slovenia, Celje
21 to 24 April 2009

Elmia Polymer

Sweden, Jönköping
5 to 8 May 2009

Technical Trade Fair Belgrade

Serbia, Belgrade
11 to 15 May 2009

PDM

Great Britain, Telford
19 to 21 May 2009

Mach-Tech

Hungary, Boudapest
19 to 22 May 2009

Int. Maschinenbaumesse

Slovakia, Nitra
19 to 22 May 2009

Plastpol

Poland, Kielce
26 to 29 May 2009

FIP

France, Oyonnax
16 to 19 June 2009

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