

# FreiLacke Journal

The magazine for customers and business partners of Emil Frei GmbH & Co. KG

Edition 02/2018



## FreiLacke draws positives with excellent customer satisfaction

Overall satisfaction with FreiLacke at an exceptional level with 89 out of 100 points

At FreiLacke, customer orientation is once again a top priority – as confirmed by the customer satisfaction survey conducted in the summer of 2018 by the internationally active management consultancy Homburg & Partner in Germany, Austria and Switzerland.

A total of 166 people took part in the online survey conducted in July 2018. This meant that the already very good willingness to participate fell slightly from the previous study in 2014 (34%) to 27%. "The willingness to participate in this study is quite satisfactory. Experience shows that the participation rate in online studies fluctuates between 15% and 30%", according to Ineke Schydlo, Senior Manager at Homburg & Partner. In addition to being satisfied with FreiLacke at various customer contact points (e.g. support, technical service, logistics), the survey also highlighted decision criteria in the buying process, the image, a comparison with competitors as well as unfulfilled customer requests.

### General overview

With 89 out of 100 points, the overall satisfaction with FreiLacke is at a very good level (see Figure 1) – 93% of those surveyed are either very happy or happy with FreiLacke. This means that the strong figures from 2014 (86 out of 100 points) even increased. With 91 points, the calculated customer loyalty index is also clearly above average and above the value of 2014 (89 points) – nine out of ten customers would recommend FreiLacke to others.

ner who oversees the industry at Homburg & Partner.



The overall picture is very positive and the result is highly respectable. As expected, the individual questions at the detailed level provide an even more differentiated picture. In general, all performance areas achieve very good satisfaction values. However, nuances can also be noticed here (see Figure 2). FreiLacke's customers are particularly happy with the order processing and training courses (92 points each), the technical service and the support (both areas with 90 points respectively).

91% of customers indicated that they were very happy or happy with order processing. With regard to the question "On the whole, how satisfied are you with FreiLacke's handling of complaints?", FreiLacke received mostly good ratings (but not exclusively).

With 81 points, FreiLacke achieved the lowest levels of satisfaction in this performance range and is nevertheless at a respectable level.

Dear Readers,

We are very happy to be able to inform you of the customer satisfaction survey results in this issue of FreiLacke Journal, our company publication. The excellent results confirm our efforts in both orienting our activities towards the needs of our customers and continuously improving our own performance. In light of this feedback from the customer satisfaction survey, we would like to take the opportunity to thank our customers, suppliers and partners for their support, loyalty and good co-operation. Only through a sound and close partnership along the entire value chain can the services be combined in a way that optimally fulfils the various functional and optical requirements of the coating. We are also pleased to work on the suggestions for improvement proposed in the customer satisfaction survey and are confident we will be able to provide further impulses regarding these.

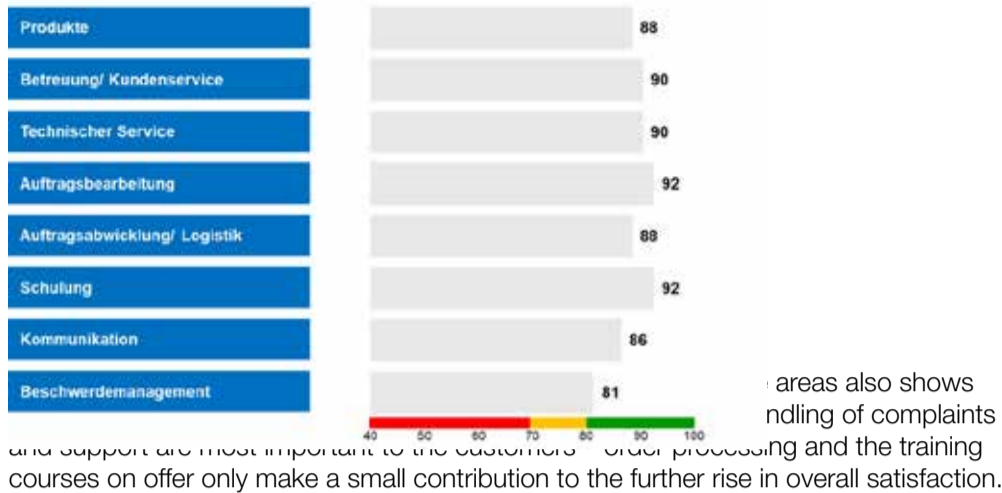
As usual, you will find a broad range of information on various product ranges and market areas in this issue of the FreiLacke Journal. In addition, details are also provided of our training opportunities and the 2019 Systemlack Forum scheduled to take place in July 2019.

Rainer Frei & Hans-Peter Frei

*"FreiLacke enjoys outstanding customer loyalty. The customer loyalty index of most companies within the chemical industry lies between 79 and 84*

*points"*  
"FreiLacke enjoys outstanding customer loyalty. The customer loyalty index of most companies within the chemical industry lies between 79 and 84 points", commented Alexander Lüring, the part-





### Benchmarking

As already mentioned, comparisons to competitors have also been made in addition to the questions concerning satisfaction. For this, customers rate various categories. Firstly, they rate them concerning their importance in the selection of suppliers, and they then rate FreiLacke's performance in comparison with their competitors. For the customer, product quality is the most important factor by a considerable distance when choosing a supplier – closely followed by value for money and support. The brand or reputation of the company has the smallest influence on the purchase decision.

Customers rated FreiLacke better than its competitors in all categories – it especially stood out from its rivals in the areas of support and technical service. With regard to the most important purchase criterion, the product quality, there is also an advantage over the competition.

### Consequences and further procedures

The survey clearly shows that FreiLacke already enjoys a very high level of customer satisfaction. "It is nevertheless essential that we don't rest on our laurels – FreiLacke's task is to now maintain this high level and to further improve in one or two additional areas", stressed Alexander Lüring.

For this reason, a discussion with the FreiLacke management was held to ensure that the product quality (the most important purchase category) must be maintained at its already high level of 88 points. Through product innovations, also by getting customers involved, the satisfaction with this performance area could even be increased in the future.

FreiLacke also has room for improvement in the area of complaint handling. Firstly, we should work on reducing the number of future complaints and claims and then opti-

mise the complaint handling process.

The matter of processing time thereby has a particularly important role, since this category has a relatively low customer satisfaction rate (81 points). In terms of reaction speed, however, FreiLacke achieves an excellent value of 85 points. There has already been a reaction to the survey results in the area of complaint handling – the relevant optimisation measures have been formulated and are being voted on.

Furthermore, FreiLacke is now dedicated to seeking an open dialogue with customers and continuous development of itself, because customer satisfaction is a basic prerequisite for the company's success.

Oliver Zanner

## Info

### About Homburg & Partner

Homburg & Partner is an international management consultancy which focuses on the areas of market strategy, sales and pricing. It was founded in 1997 by the renowned marketing expert Prof. Christian Homburg.

2018 saw Homburg & Partner singled out in the brandeins 'Best Consultant' study for chemistry and pharmaceuticals as well as machinery and plant engineering.



Alexander Lüring  
Partner  
Homburg & Partner



Ineke Schydlo  
Senior Manager  
Homburg & Partner

## Lucky winner of the PaintExpo prize draw

Andreas Baumgart of AUMA Riester GmbH & Co. KG delighted with Stihl voucher

"If you have nothing to lose, you can only win" – it was with this motto in mind that Andreas Baumgart entered this year's PaintExpo prize draw at the **FreiLacke** trade fair stand. That said, his participation was not purely voluntary. Colleagues and **FreiLacke** field sales manager Peter Jäger persuaded him to try his luck.

So it was then that Andreas Baumann threw his ticket into the draw and after the trade fair unexpectedly received the good news that he had won a €500 Stihl product voucher.

During a routine visit by Peter Jäger to the auma premises, a subtle ploy lured Andreas Baumgart to a spot where a company photographer and Peter Jäger, with voucher in hand, were already waiting. After the official presentation, the win was also promptly published on the auma intranet.

**FreiLacke** wishes the lucky winner all the best in choosing the right Stihl equipment to get his garden back in shape.

The win really could not have come at a better time.



Voucher presented by FS manager Peter Jäger to Andreas Baumann of AUMA

## 2018 Employee survey

FreiLacke able to build on the positive development!

Between 26 June and 9 July 2018, FreiLacke carried out an employee survey in co-operation with Great Place To Work. On the basis of a healthy participation rate of 66 percent, we are able to report positive development throughout the entire company. A focal point in this respect is the trust index, a mean value of all 58 key features of the Great Place To Work questionnaire. The index improved this year, up 6 percent to 76 percent.

Employee responses to the question "All in all, this is a great place to work" remained almost unchanged with an excellent confirmation rate of 84 percent.

In all of the questionnaire topics, including credibility, respect, fairness, pride and team spirit, FreiLacke scored better than in 2015. Only in comparison with the top 100 companies in Germany in 2018 is there room for improvement in future.

Nevertheless, we also achieved more positive statements than on average for the Top 100 companies, with examples including the special social benefits, promotion of health and recommendation of services and products. More critical in comparison were statements relating to promotion, employment of suitable employees, buildings and facilities as well as "taking care of one another."

Following presentation of the results to the management by Great Place To Work, the overall result and results from the various organisational units were communicated to the workforce.

The follow-up process to the 2018 employee survey will again see the formation of a steering group to identify inter-departmental areas of action and coordinate specific organisational unit measures. In six-monthly follow-up meetings, action ("Who does what by when?") will be managed and monitored to jointly implement further improvements by the next employee survey in 2021.

Sandra Gehringer



### Info

#### About Great Place to Work®

Great Place to Work® is an internationally operative research and consulting institute that supports companies with locations in 52 countries across the globe in developing an appealing workplace, trust and corporate culture.

The German Great Place to Work® Institute was established in 2002 and currently employs around 90 people at its offices in Cologne.

### Zentrale Ergebnisse auf einen Blick



\* „Alles in allem kann ich sagen, dies ist ein sehr guter Arbeitsplatz.“  
\*\* Mittelwert aller 58 Kernmerkmale des Great Place to Work®-Fragebogens

#### Die besten Aussagen im Vergleich zum externen Benchmark (Top 100)

	Differenz	Ergebnis
Besondere Sozialleistungen	13%	(88%)
Bezahlung	7%	(74%)
Gesundheitsförderung	5%	(83%)
Empfehlung Leistungen/Produkte	3%	(94%)

#### Die kritischsten Aussagen im Vergleich zum externen Benchmark (Top 100)

	Differenz	Ergebnis
Beförderung	-19%	(47%)
Passende Mitarbeiter einstellen	-18%	(64%)
Gebäude / Einrichtung	-16%	(65%)
Sich umeinander kümmern	-16%	(73%)



## Eliminating process steps, increasing quality

Manufacturer of SMC housings relies on PIMC process from FreiLacke

The grey junction and distribution boxes that can be found on pavements, in front yards or the edges of properties largely go unnoticed. Only children sometimes use them when they play hide-and-seek or as pommel horses. Their housings are exposed to the elements every single day – sometimes for decades. Those who take a closer look can detect the weathering of the top coats of older models, as well as the corrosion of the resin layer on the surface, which allows the fibres of the housing to become visible. The result is that not only their optics suffer but, to a small extent, also their mechanical properties and fire-resistance.

Mitras Composites GmbH from Radeburg near Dresden manufactures these types of housings. The company uses a sheet moulding compound (SMC), i.e. plate-shaped, dough-like moulding materials made from thermosetting reaction resins and glass fibres, to produce the individual components. The flat fibres guarantee very good mechanical properties. "The SMC is moulded in 150°C steel pressing tools and, thanks to the pressure and high temperature, is distributed evenly within them. The polymerisation being used ensures a crosslinking of the material and cures it when it has reached its final form", explains Sebastian Titze, a Research & Development project manager at Mitras.

### Complex logistics

A customer for whom Mitras also produces cable distribution cabinets demanded an increased surface quality. Until recently, the production of the components had been a very logistically complex process for the Radeburg-based company. The components were wet-coated at an external job coater but then brought back to Radeburg for shipping. "Overall, nine separate process steps were required until the component was ready to be shipped", Titze explained. "Frankly, the effort was enormous and very expensive".

With regard to the increased surface quality, "the customer primarily wanted maximum weather and scratch resistance, but also enhanced anti-graffiti protection as well as a very high resistance against aggressive cleaning agents and corrosive solutions that are used for removing any smearing" the project manager explained.

### PIMC testing

That is why we tested our Powder In-Mould Coating (PIMC) process at Mitras in early 2015. In a single-step process, electrostatically charged powder coatings that are based on UP resins are applied onto the hot mould. During the hot-pressing process the coating creates a chemical compound with the material. This compound is scratch-resistant, and also very resistant against chemicals, graffiti and UV radiation, which is particularly important for outdoor uses. The team built a manual sampling plant in-house. The initial manual coating attempts were very promising, Titze said. However, the process engineers realised right away that only an automated solution could be used for series production. Later in the same year, Mitras built one – once again in-house. It included a robot, an extraction system and a powder plant.

### Fine tuning the powder coating

In FreiLacke, Mitras found a reliable coating supplier for the process: "We received a lot of support during the application process. When the process was introduced, FreiLacke employees were literally available to us around the clock. Time and time again, short-term adjustments to the powder were possible", the engineer said.

*"We received a lot of support during the application process."*

*John-David Mähert, Mitras Composites Systems GmbH*

In its laboratory in Doggingen in the Black Forest, FreiLacke has a state-of-the-art laboratory press with cooling unit that meets all of the requirements to create samples for inspections and testing. "We used it to perform experiments on the original substrate with different time, temperature and pressure settings", Peter Lobendank, System Coordinator Industries at FreiLacke, explained. In addition, many surface and cause analyses were conducted in the laboratory until the correct parameters were found. The FreiLacke team also assisted the company from Saxony with the implementation of the process, the improvement of the application efficiency, the plant design and much more. "We were also very satisfied with regard to the development work", said Sebastian Titze. Therefore it is no surprise that the two companies have launched the next joint project in the meantime.

### Extreme weather resistance

PIMC offers a wide range of colours since nearly all RAL colours can be used. However, the cable distribution cabinets receive a plain grey coat at Mitras. In rare cases, orders call for green or orange – the latter particularly for municipalities. In addition, PIMC can also be used for special applications, such as high-gloss, multiple colours and metallic granite effects. The material is free from solvents, hazardous substances or carcinogenic raw materials. "PIMC is fire-retardant in accordance with EN45545, HL3, R1 and, thanks to its good properties, can be used for many applications. Its high weather resistance makes it perfect for use outdoors. In the facade standard area, our PIMC coatings achieved a residual gloss of more than 50% in tests of 300 hours according to QUV-B", explained Peter Lobendank. Thanks to its barrier properties, PIMC is also suitable as a primer for the automotive industry.

### One process, many factors

Sebastian Titze called the transition to PIMC a "core learning process". It was very complex and demanding, because some new tools had to be built and brought up to standard for series production. In addition, the process involved many factors – the



Mitras specifically developed an automated solution for the PIMC process for series production.

powder coating as well as the SMC material, the temperature and the moulds. "All of these parameters are subject to variations – each of which affect the process", Titze said.

Thanks to continuously pursued experimental designs, an optimisation as well as an improvement of the development process could be achieved on all levels.

### Elimination of process steps

Mitras has now been using the process for six months. However, not only the surface quality has benefited from the transition to PIMC in Radeburg. Handling of the components has also become more efficient. The transition permitted the elimination of several process steps – the integration of the external service provider and the complex logistics are no longer needed. Components remain in-house until they are completed and can then be shipped immediately.

John-David Mäbert, Peter Lobendank



Mitras, Radeburg, manufactures power junction and distribution boxes

## Successfully remove the basis for bacteria

Coaters should also make use of physical procedures

Damp environments such as rinsing zones and processing baths provide perfect conditions for bacteria to thrive. Chemical agents only work to some extent as germs adapt to these over time. Coaters should therefore also make use of physical procedures.

In the course of electrodeposition coating (EC) components go through various processes in which the primary element is desalinated water. High humidity levels also prevail in pre- and post-treatment rinsing zones, providing a veritable breeding ground for bacteria during the warm summer months. Not by chance, these rinsing zones turn up time and again in hygiene audits as hotbeds of bacteria: not least given that discharge from the rinsing zones after pre-treatment flows into the coating bath and the ultrafiltrate with solid content is flushed back via a cascade system from the rinsing zones into the coating bath.

"Particularly the reserve tanks for desalinated water and ultrafiltration circulation often trigger contamination. Companies should avoid any unnecessary buffer tanks," said Constanze Mollard, head of EC application technology and customer service at FreiLacke. "Round containers with large openings can make regular cleaning significantly easier."

### Verify bacterial incidence

As a result of the circulation systems, the baths become increasingly more contaminated and germ-infested. Whereas in the past this could be mitigated using chemical additives in the coating, coating formulations today are becoming increasingly environmentally friendly and as a consequence the baths are becoming more microbiologically susceptible. "Whether or not and to what extent there is bacterial incidence can be determined using dip slides," said Mollard. This is a standard method in anodic dispersion coating; however, the results in cathodic dispersion coating are not always conclusive so another analysis method is also used.

Every system reacts differently to bacterial incidence: where one customer already has coating problems at  $10^3$  CFU (colony-forming units), another could still be producing up to an incidence of  $10^7$  CFU. "The excretion of metabolic products during bacterial incidence also changes the pH value, which has a considerable impact on bath stability," explained the application engineer. "In addition, microbial growth causes clogging of the filters and ultrafiltration modules as well as coating faults in the form of rough, uneven surfaces that in the case of lighter colours form a reddish tinge."

### A change of tactics

In accordance with the Biocidal Products Regulation that came into effect on 1 September 2013, biocidal ingredients and products have to be registered with the Federal Institute for Occupational Safety and Health (BAuA). That means more complex administration and higher costs for companies. "For this reason, we are not expecting any pioneering innovations from biocide manufacturers any time soon," asserted Mollard.

By implication, that means other ways must be found to counter bacterial growth with-



in the EC process. The application engineer went on to say that long-term success can only be achieved through the combination of physical and chemical cleaning: physical procedures such as UV lamps, the introduction of ozone, pulsed electric fields etc. will become necessary in a supporting role in future to keep bacterial growth in check:

"One disadvantage of most physical procedures is that they are only suitable for clear liquids. That's why coaters need to use carefully selected biocides in chemical agents from time to time.

Regine Krüger, Constanze Mollard

## Info

### Pseudomonads: adaptive and resistant

Bacteria lodge in corners, hairline cracks, unused piping, surface irregularities and deposits, perfectly adapting to their environment. One specific species are pseudomonads, also known as slime bacteria. As the name suggests, these bacteria form slime that is commonly known as biofilm.

At a particular thickness the biofilm acts as a shield and protects the bacteria against chemical agents, so-called bactericides. When a bactericide is applied it only attacks the upper layer, meaning propagation continues unabated. Over time, a resistance is formed to the bactericide, a process called adaptation.

Increasingly larger quantities of the same chemical are required to prevent biofilm formation, an uneconomical solution in the long-term. Another option to counter germ adaptation is to confront the micro-organism with different biocidal chemicals.

## Successful trade fair attendance

FreiLacke participates in InnoTrans in Berlin and Surface World in Birmingham

### FreiLacke at the largest rail event in the world

InnoTrans 2018 at the Berlin exhibition site



InnoTrans, the world's largest trade fair for transport technology and a significant media event, took place at the Berlin exhibition site from 18 to 21 September. FreiLacke was also present – on a sizeable joint-stand in Hall 8.1 that replicated a typical railway carriage.

Each co-exhibitor, including upholstery company himolla, the quality association QIB, IFO Schwäbisch Gmünd, Peter Kwasny GmbH, Max Lehner AG and surface maintenance company Arthus, presented their products and services in one of the 'compartments'.

The FreiLacke display included a sample of the Berlin metro handrail and a large panel on which we demonstrated graffiti removal to numerous interested parties in the industry. Our special coating structure comprising PF1003 powder coating and KO1853 clear baking coating impressively showed how resistant the coating is to aggressive graffiti remover. We had a large influx of visitors during the four trade visitor days and conducted numerous technical discussions, explained our coating systems, introduced our system coatings concept to potential buyers and made many new and important contacts.

### The whole world in Berlin

This year at the largest rail event in the world in Berlin, the 3,000 attending exhibitors presented more than 140 vehicles on the outdoor exhibition site and tracked display area with its 3,500-plus running metres of track, as well as many innovations for (hybrid)

locomotives, MUs, container wagons, railway carriages, trams and similar. A total of 60 countries were represented, including Egypt, Bahrain, Malaysia, Singapore, the United Arab Emirates and Belarus. Even New Zealand participated for the first time. FreiLacke is set to return to the trade fair with an exhibitor stand in 2020.

Benjamin Weiss

### Surface World Birmingham

FreiLacke UK showcases system coating solutions



Coinciding with InnoTrans, Surface World also took place in Birmingham on 19–20 September, an event in which FreiLacke UK successfully presented its system coating solutions for the UK market.

In the course of both trade fair days valuable discussions were conducted with new and existing customers and cooperations arranged with other exhibitors for the Systemlack Forum due to be held in 2019.

Martin Hellman, managing director of FreiLacke UK, was extremely happy with the two trade fair days. He and his team will now focus intensively on the follow-up process.



FreiLacke showcased its system coating solutions for the rail transport industry on a large 95m<sup>2</sup> joint-stand.



The FreiLacke UK stand at Surface World 2018

## New logistics and powder coating production building

FreiLacke invests comprehensively in the future

Within just a year, Döggingen-based FreiLacke has built a new logistics and powder coating production building on its site in Bräunlingen.

What FreiLacke has created in around a year on 11,000 square metres of company grounds in Bräunlingen is a clear and tangible nod to the Döggingen location. After officially breaking ground in February 2017, topping out celebrations for the imposing new structure have now been held.

The new logistics hall offers more than enough room for the topping out tree and carpenters to be positioned high above the numerous guests. "Normally topping out celebrations are held once the shell and roof timbering are completed. We did things a little faster than that. The roof is already on," jested Hans-Peter Frei, who runs the company business together with Rainer Frei. However, the project is not quite finished yet. Scaffolding still surrounds the building complex and excavators are still digging through the earth with their shovels. The interior also needs to be fully fitted out to meet new requirements.

"Large-scale planning is ongoing. Logistics will move in at the end of the year, then in April the first production line will be commissioned in the adjacent building," explained Frei. The project is running within budget, which is certainly not a given: "Studies show that around 80 to 85 percent of all major building projects do not remain within schedule and budget," said Frei. One minor set-back is that the project is running 6 months behind schedule, essentially as a result of wind and weather factors. Like many construction projects in the region, cold and snowfall also caused delays here. "We certainly worked hard and if the budget is on track, then we've already gained a lot," continued Frei.

The new building represents the company's largest investment to date, with smaller ones also in the pipeline, including reconstruction of the office building and subsequent addition of further floors.

Within the new logistics and production building the company plans to integrate numerous processes that to some extent are currently regulated externally. The building offers space for around 3,500 pallets. An increasing number of products require

cooling, which the building will be equipped to deal with. Materials are not stored in a traditional high-bay storage system. That runs automatically, the warehouse here is operated by personnel. "We can store raw materials and finished goods here. Processes should consequently be quicker. This represents value-added in Döggingen and is a major plus as far as our process optimisation goes," declared Hans-Peter Frei. Planning is geared towards enabling a high degree of flexibility. FreiLacke is also ultimately investing in new jobs, with personnel numbers to be gradually increased.

Construction does not herald the end of work on the additional space. There is still a lot to do in the next three years. "The main task will be relocating production, which means we have a lot to do. Good planning will see us accomplish that," declared the managing director before adding that "everything is set to happen with production ongoing. There are sure to be restrictions, but they will remain manageable."

The company will still have room available to expand in future directly adjacent to the new building. "We have the commensurate expansion options," said Frei. Depending on the business situation FreiLacke could then realise such an option if necessary. Naturally in a way that would not negatively influence on-going production.

Guy Simon, Südkurier



Döggingen-based FreiLacke's new buildings rise up on a plot of around 11,000 square metres. Logistics and powder coating production will be housed here in future.



A large number of guests came to the new building topping out celebrations.



The carpenters expressed their best wishes for the future with their topping out speech and shards from the glass ceremoniously thrown to the ground afterwards.



Rainer Frei (from the left), Micha Bächle, Roland Bäurer, Adolf Baumann, Silvia Frei, Herbert Kraibühler, Ingo Hermann, Daniel Bucher and Hans-Peter Frei in FreiLacke's new building.

Save the date!



Systemlack Forum 2019 will be held on 3–4 July 2019 in the Donauhallen, Donaueschingen.  
Detailed information will be available from March 2019 at [www.freilacke.de](http://www.freilacke.de)

## For a good cause!

### FreiLacke running team at the Schutzengellauf

This year once again saw a team of ten runners participating in the Donaueschingen city run – the Schutzengellauf – on Saturday 4 August in aid of children with cystic fibrosis.

The 1.1 kilometre circuit was supported by the Sparkasse and AOK to the tune of 1 euro per circuit.

Our team of FreiLacke runners proudly achieved a total of 117 circuits. Despite the extremely hot temperatures, the team ran and walked for the full two hours.

FreiLacke additionally paid the entry fee and supplied colourful FreiLäufer running shirts to the team.

Sandra Gehringer



Promoting science-based training

Science-based training and the promotion of language skills have a special significance for the industry sector in the Black Forest regional districts of Schwarzwald-Baar and Hochschwarzwald. Chemical industry companies in particular have a broad need for students that are keen on chemistry and can be motivated to consider training or a course of studies in a chemical trade.

The Emil Frei Foundation also has a great interest in promoting and sponsoring scientifically gifted students. To emphasise this within the region and particularly in high schools, the Emil Frei Foundation has specifically awarded a number of prizes in chemistry.

Delighted prize winners were Fabian Scherzinger and Hannah Vogt from Fürstenberg High School in Donaueschingen, Lea Ketterer from Titisee-Neustadt District High School and Vanessa Wenz from Donaueschingen Technical High School.

The prize winners were invited to FreiLacke and ceremoniously presented with their prizes by Dr. Rainer Frei, Winfried Klötzer, Gerhard Bäuml and Martina Bausch.



## Training schedule 2019

Systematically developing know-how

FreiLacke supports you and your employees in correctly handling our coating systems.

As a full-service provider for coating solutions, we offer you the relevant further training measures in all product areas.

Frei  
Lackademie

### Overview of the 2019 schedule

In 2019, we are offering the following training sessions at our training centre:

"Powder coatings" Module 1	13–14 Feb. 2019
"Powder coatings" Module 2	10–11 April 2019
"Electrodeposition coatings"	8–9 May 2019
"Powder coatings" Module 1	22–23 May 2019
"Industrial coatings" Module 1	10–11 June 2019
"Powder coatings" Module 1	25–26 Sept. 2019
"Powder coatings" Module 2	23–24 Nov. 2019

#### Interested?

Please send any enquiries to [schulung@freilacke.de](mailto:schulung@freilacke.de) or register directly via the website below.

Find the 2019 training dates and all the required documents on our website

[www.FreiLackademie.de](http://www.FreiLackademie.de)

### IMPRINT

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"The contents of the training were professionally structured and easy to understand, and my individual questions were answered in great detail.

The great evening event really topped off the two training days and it was possible to talk to other participants."

Questionnaire feedback of a training participant