

## A WORLD OF SERVICES!

For years I managed the purchasing departments of different companies always giving a great value to suppliers who invest in building a relationship with the customer. When I joined the WPR-TAKA team 11 years ago, I immediately realized that here all this happened naturally, each colleague working to satisfy the customer, each with their own assignments but all for the same goal: to exceed expectations!

**Because at WPR-TAKA customer service is not just one department, it is the whole company.**

We want our clients to become part of a team that will accompany them with a world of service. The experience begins with a handshake and continues to grow and strengthen over time.

Often, when the sale is completed, the customer is left alone, at WPR-TAKA we work together to make sure this does not happen!

I know, it's anything but easy and we are certainly far from perfect, but we are committed to giving our best to provide clear and speedy support at all times.

**We believe in it and we try!**

For this reason we have developed a series of specific services for each phase of the partnership:

**SERVICE BEFORE DELIVERY:** because great experiences are created from great relationships, right from the start!

**DELIVERY AND INSTALLATION:** Another particularly important phase in which the customer wants the confirmation of having made the right choice.

**AFTER SALES SERVICES:** spare parts within a click and remote assistance, because we never abandon the customer

**WPR/TAKA ACADEMY** beyond the machine we offer much more including consulting, training and testing

**WEB-TUTORIAL:** Real advice on the maintenance of our machines and the wrapping process.

All this is available to those who choose to become part of the **WPR-TAKA** world; because sharing experiences and ideas has always motivated us to improve!



**MIRKO BASSAN**  
FACTORY DIRECTOR

## ABOUT US

Love is in the air...



Andreas and Elena



Sandro and Adele



Filippo and Greta



Stefano, Irene and Federico



Fabio and Miriam

In a world where everything seems backwards, where there are concerns and uncertainties, we at WPR-TAKA celebrate!

## We celebrate love, life and hope!

Over the last few months, we have had a real baby boom, our colleagues Filippo Daniel, Andreas Smentkowski, Stefano Dissegna and Sandro Dal Carobbo have become parents.

We also rejoiced with the wedding of one of our technicians, Fabio Roveda, and we raised our glasses to the Silver Wedding Anniversaries of our CEO Remo Baldassin and our Technical Director Maurizio Carrer.

# At WPR-TAKA we are lucky not to have to look far to find happiness, we continue to celebrate the joys of us all and look to the future full of enthusiasm!



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# LOOKING AROUND

## IN THIS ISSUE:

### ACADEMY:

A profile of the Gütegemeinschaft Kunststoff-Fensterprofilysteme

### IN FOCUS:

STRATO – The beginning of a new era

### THE CUSTOMER'S VOICE:

Drutex - Engineered for you



Pellestrina Island  
Venice - Veneto





ANDREAS SMENTKOWSKI  
EXPORT AREA MANAGER

“Change is the only constant in life”, Heraclitus knew that 2500 years ago. He certainly could not imagine this turbulent 2020.

With this in mind, the team at WPR-TAKA has held many discussions, questioned principles, collected new ideas and launched interesting projects. We unanimously came to the conclusion that timeless values such as quality, solidarity and communication form the foundation for sustainable progress.

Regarding quality, on behalf of WPR-TAKA, I would like to thank the Gütegemeinschaft Kunststoff-Fensterprofilssysteme for their guest article and for their tireless work to unite various ideas and interests in the name of quality assurance and implementing them in productive, future-oriented projects.

WPR-TAKA have set themselves the goal of offering all customers the opportunity to produce quality products. Our technical solutions make the work easier for operators and relieve them of complex process con-

trols. We are very proud of the new STRATO machine series, which undoubtedly represents the newest generation of lamination systems. We are very pleased that DRUTEX was the first to successfully integrate the new generation of machines into their production and that they have fully confirmed the expected benefits.

However, it is no longer enough to just deliver products to customers. At WPR-TAKA, customer service has grown the most in recent years. Open communication, even in the middle of problems, is just as important to us as new innovative services, e.g. our exclusive video tutorials and a personalized spare parts website.

Despite our economic concerns, we must never forget what is really important. Therefore, we dedicate part of this issue to our loved ones, the people who have just entered our lives and our long-term compa-

nions. You cannot buy this happiness with any money in the world.

**I hope you enjoy reading and I wish you and your families health and happiness.**

Andreas

The past few months have shown us that our lost “normality” has always been a deceptive illusion. The media speak of crisis everywhere, but never of its inherent potential. Max Frisch said so aptly: “A crisis is a productive state. You simply have to get rid of its aftertaste of catastrophe.”



## A PROFILE OF THE GÜTEGEMEINSCHAFT KUNSTSTOFF-FENSTERPROFILSYSTEME

The triumphant march of the plastic window began in the 1960s, thanks to PVC profiles, which convinced building owners and architects of their durability, relatively low care and maintenance requirements as well as an attractive quality-price ratio. High quality requirements are needed for a long service life of a window. To meet these requirements system manufacturers founded the RAL Association for Quality Assurance of PVC Window Systems in 1979 with the aim of monitoring the quality of the profiles and thus guaranteeing their performance. In recent years, the Gütegemeinschaft has grown alongside the production chain and has been able to

include almost all system components in quality assurance, from raw materials to production.

### How does RAL quality assurance work?

The starting point for quality assurance is the quality and testing specifications. These are created by the quality association and must be part of the RAL recognition procedure. In this process, there are independent groups (testing institutes, associations, experts, etc.) that assess the technical specifications. Their judgement is the basis for the recognition of the quality and testing specifications by the RAL.

To obtain the quality label, a manufactu-

rer must demonstrate that their products meet the requirements of the RAL-GZ 716 standard or the technical annexes. External monitoring is carried out within the company by a control agency, which takes test samples and examines them in a test laboratory. The inspector also assesses the effectiveness of the factory production control. As soon as the system supplier meets all requirements, the quality committee awards the quality label. Conversely, it may also withdraw it if the individual requirements are no longer met or are not rectified within a certain time. Currently, more than 80% of European manufacturers in the sector participate in the RAL quality assurance programme.

Profile components such as seals, foils, adhesives, etc. are also monitored; although they do not receive a quality label, they are listed on our website and marked with the K symbol.

In numerous working groups, the experts of the Quality Association discuss technical issues and develop solutions to ensure a high quality standard. In the Systems Tech-

nology Expert Group, for example, multidisciplinary topics relating to plastic windows are discussed. The results are integrated into the quality and testing standards and are available to experts in this field.

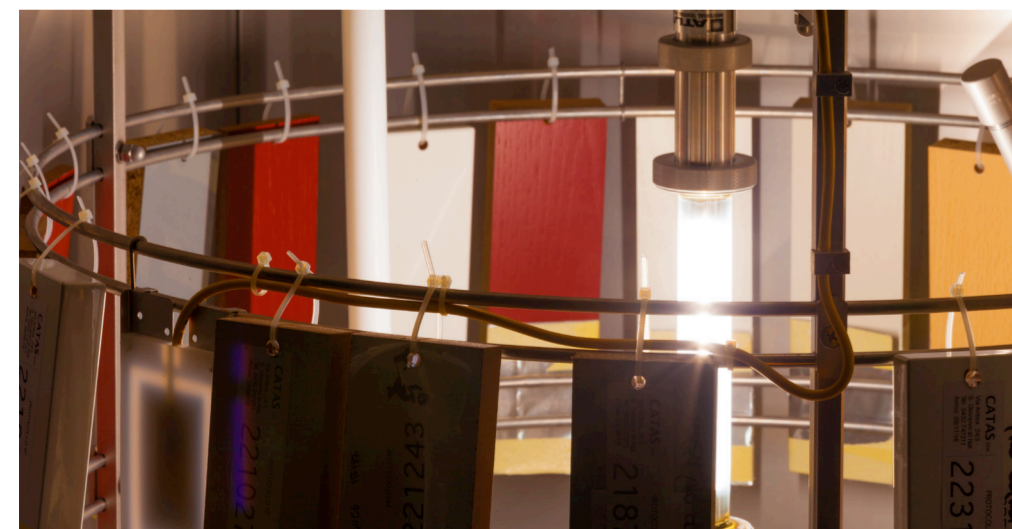
### RAL combined quality label

RAL quality associations for locks and fittings, multi-panel insulating glass, plastic window and window profile systems, façades and entrance doors do not work on their own for their quality labels, but cover the entire product called plastic window. Our cooperation in various fields has proven itself: joint events, conferences and trade fairs have aroused great interest in the industry. Joint working groups promote mutual understanding and thus facilitate technical coordination processes. This applies especially to standardisation work, since the definition of specifications and tolerances is regarded as an important interface between the individual processing steps and producer groups.

[WWW.GKFP.DE](http://WWW.GKFP.DE)



KUNSTSTOFF  
FENSTERPROFILSYSTEME



TO DISCOVER THE MANY COURSES AND TRAINING ACTIVITIES OFFERED BY OUR ACADEMY, PLEASE INQUIRE BY E-MAIL AT [ACADEMY@WPR.TAKA.IT](mailto:ACADEMY@WPR.TAKA.IT)

## The beginning of a new era

The biggest room is the room for improvement and at WPR-TAKA we are trying to continuously fill this space by listening carefully to our customers and their needs. Since our very first lamination machine in 1999, WPR-TAKA have produced countless machines, all with something in common: they were all custom solutions to meet the specific needs of our customers. As a consequence, WPR-TAKA have continuously developed small

improvements but also made revolutionary inventions over the years. We came to a turning point when we realized that the time was long overdue to change the state of the art. This is how the new generation of STRATO machines came about.

The result has exceeded our expectations. Numerous technical features increase productivity and reduce set-up times in combination with a fully automatic process control that guarantees the necessary

reliability for top quality output. Sustainable production and savings are achieved through drastically reduced energy consumption and resource requirements allowing for a quick return on investment. Seeing STRATO proudly standing in our production hall, displaying its natural beauty and power made it clear for everyone that this was the beginning of a new era. Laminating companies will finally have the complete package of a new state-

of-the-art technology. The feedback of our customers and the interest in this new generation machinery is overwhelming. But the best is yet to come, our CEO, Remo Baldassin, explains: “We wanted to make the state-of-the-art accessible for everybody.” In 2019 WPR-TAKA presented their automatic lamination machine LUNA-R, by far the most sophisticated lamination machine on the market. But not all businesses have the means to invest in such high-end technology. So it is important that the new generation of STRATO machines whether single, double, or online is affordable for everybody.



PLEASE LET US KNOW IF YOU WANT TO KNOW MORE ABOUT STRATO, SEND US AN EMAIL TO [INFO@WPR.IT](mailto:INFO@WPR.IT)

## THE CUSTOMER'S VOICE

### Drutex - ENGINEERED FOR YOU

One of the biggest producers of windows and doors in Europe is not slowing down when it comes to investment in new technology. Drutex is the first company in Poland to have installed the cutting-edge STRATO machines in its factory.

- The technology provided by STRATO machines, based on full automation of the production process, reduces production time, and, therefore, increases profitability while complying with top quality standards - says Mirosław Furtan, production director at Drutex SA.

The new investment enables Drutex to expand their already impressive color range of window and door PVC woodwork. Currently the company has 10 lines for PVC profile wrapping and offers around 40 colors. In all, almost two million linear meters a month undergo the lamination process (enough to wrap the Earth twice on the equator).

The company has been consistently implementing a development strategy based on investment in next generation technology.

In recent years it has invested hundreds of million PLN in modern production halls, innovative machine parks and enhancement of the sales network. As a result, not only has Drutex increased production capacity, but it has also launched new products and technological solutions.

- We keep investing in modern technology, and consequently in quality. We observe market trends, we look for interesting solutions and we enhance our offer with new products. We gain the hearts of clients all over the world, and their number is increasing each year - emphasizes Leszek Gierszewski, the president of Drutex.

Remo Baldassin, CEO at WPR-TAKA says - WPR-TAKA is very happy to have partnered with DRUTEX, the leading Polish window producer, by helping them bring their

lamination technology to the next level. In July 2020 two fully optioned STRATO machines were successfully installed and are already performing up to expectations. We are confident that there will be many more next generation machines such as STRATO available to revolutionize the world of profile lamination -

**D**  
**DRUTEX**  
ENGINEERED FOR YOU



GET IN TOUCH TO DISCOVER ON HOW TO BOOST YOUR PRODUCTION LINE AND WRAPPING PROCESS: [WWW.WPR.IT](http://WWW.WPR.IT)