KORSCH: MAGAZINE

The KORSCH AG Customer Magazine









A Global Team

Dear Readers.

Dynamic – that is how you could describe the last few months! Our globally positioned sales and service network has enabled us to respond quickly and effectively to customer requests using digital tools, even during the pandemic. We have mastered challenges as a team, and at the same time the last few months have made us realize how important it is to communicate personally with one another.

I am therefore really delighted that the new KORSCH administrative building here in Berlin has now been completed after 18 months under construction. Moving into a new building is always a symbol of new beginnings and optimism. Our KORSCH Campus is a meeting place that represents open-mindedness, dynamism, and innovation. A place where we are able to create innovative technologies and solutions together with our partners and customers.

This time, KORSCH Magazine is devoted to our global locations, customer markets, and the KORSCH team's intercultural diversity. People from twelve countries currently work for KORSCH. We know that it is this international and cultural diversity in particular that enables us to develop and provide the best product, services, and process ideas.

I wish you an inspiring read.

Yours sincerely, Stephan Mies CEO of KORSCH AG 04 Top Topic Welcome to the KORSCH Campus! 10 Horizon

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A Global Team to Meet Local Requirements



Welcome to the **KORSCH Campus!**

The time has now come: modifications to the K1 administrative building have been completed following 18 months of construction work.

The extensive window frontage conveys a fresh, bright impression, while the recently planted outdoor area is an inviting place to spend time. Employees have already moved into the property on Breitenbachstrasse. Floorspace of 2,000 square meters here includes plenty of modern offices and brightly lit rooms. The KORSCH Campus provides an inspirational working environment, in which plenty of new ideas can be generated. What else is behind this concept? CEO Stephan Mies provides some

KORSCH:MAGAZINE: Why were the modifications and extension of the administrative building undertaken?

Stephan Mies: Around three years ago, we purchased an adjacent property along with the K3 building - right next door to the production facility. A buying opportunity of this kind only presents itself every twenty to thirty years, so we seized our chance. The decision to remain at our Berlin location in Reinickendorf was therefore final and this cleared the way for the building modifications.

What prompted the modifications was the fact we simply needed more space. There has been a lot of growth at this location in the last two decades. Our sales have increased roughly tenfold since 2000 and we have gained a large number of new employees. Our old administrative building was simply bursting at the seams.

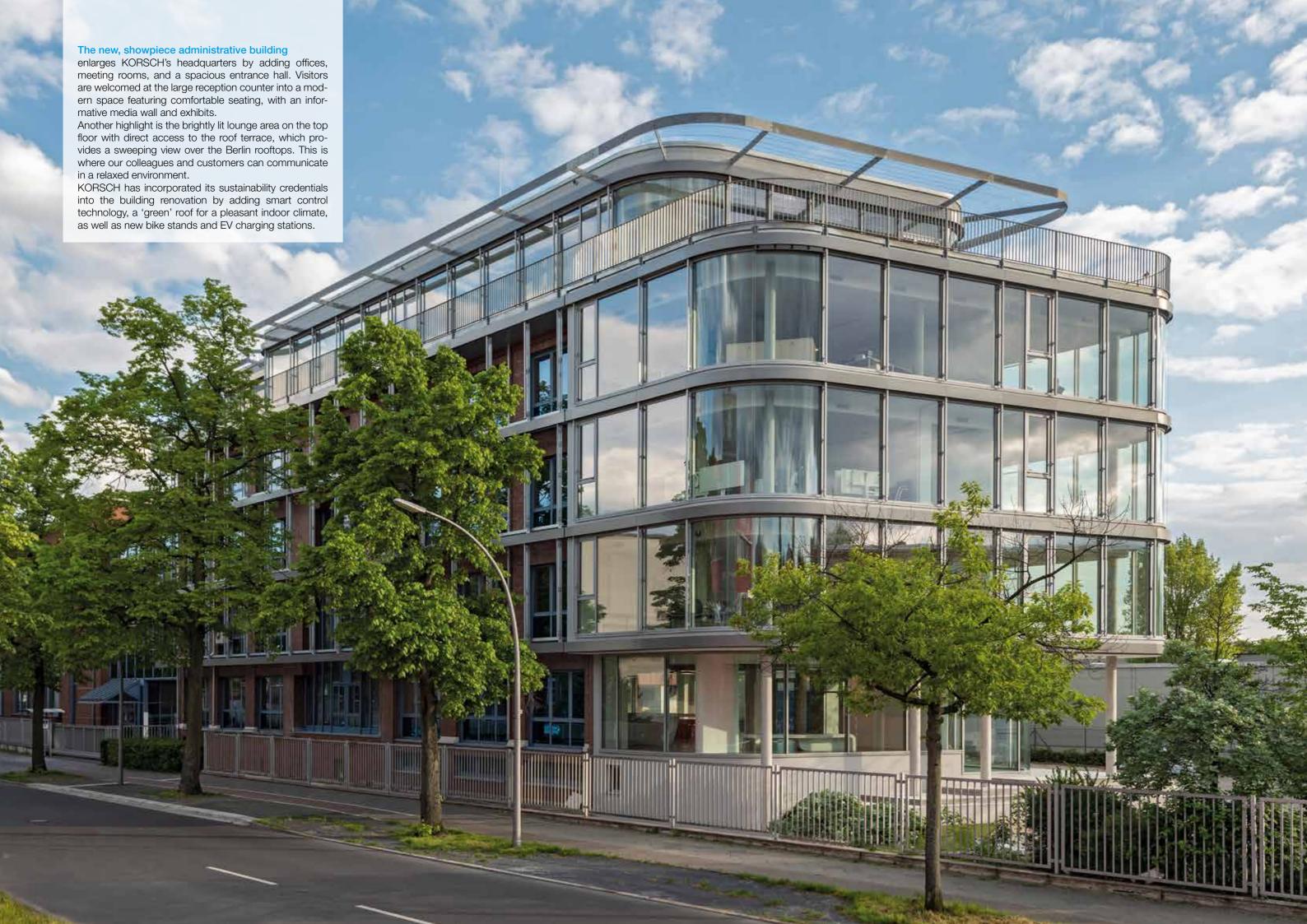
Another motivation was that our customers expect us to operate in a modern environment. The same applies to our team. Nowadays, human "resources" or employees

are very much sought-after, especially in the dynamically growing capital city of Berlin. These developments gave rise to the idea of revitalizing a number of building complexes and of investing in modern, inspirational workplaces and architecture.

KORSCH:MAGAZINE: What does the "KORSCH Campus" stand for?

Stephan Mies: We are familiar with the term mainly from American universities. The American campus incorporates the university grounds, where all the faculties, refectories, and dormitories are linked in one place. The basic idea is that meeting places and interdisciplinarity are excellent foundations for learning, creativity and innovation. We had this vision in mind when redesigning the K1 administrative building, and it will also spur us on in the future when designing the new K3 premises.

The term "campus" has been doing the rounds in our company ever since we started extending the K1 administrative building. Seating and conversation corners, where employees can relax during breaks, will in future be provided in the outdoor area surrounding the administrative building. At the same time, these are places where ideas and knowledge can be shared - they provide an opportunity for impromptu interdisciplinary collaboration. Furthermore, we have invested in new, modern offices, i.e., in a new space concept that creates more room for customers and employees to work together. We wanted to create an inspirational working



Top Topic



The farsighted way to work: the lounge area and roof terrace

KORSCH: MAGAZINE: Does the working from home trend not count against the campus approach?

Stephan Mies: At first glance, perhaps. But many people are not currently working from home, because they categorically want to work at home. This trend can be attributed to the pandemic. Of course, people can work productively from home. But innovative or creative ideas are generated more easily in places where people meet. Creativity is a collective process that evolves between people when they spend time with one another.

The natural working environment continues to be the best place for knowledge transfer. Young and new employees in particular have a daily need to communicate with their more experienced colleagues in the workplace.

But the KORSCH Campus vision extends beyond the spatial dimension. It involves frequent, direct communication with customers, potential suppliers, universities and other businesses like startups. As far as universities are concerned, we partner with TU Braunschweig, Hein-

rich Heine University Düsseldorf, and Beuth University of Applied Sciences Berlin – mainly with their pharmaceutical faculties. Students that wish to do their bachelor dissertations at our company will find excellent lab facilities in our Innovation Center. We intend to extend this form of collaboration further.

KORSCH:MAGAZINE: What role does the Campus play in the context in which KORSCH operates?

Stephan Mies: As a manufacturer of tableting plant and equipment, we are a specialty business and provide a certain degree of service depth. Partnerships, collaborative ventures, as well as discussing and communicating with other market players are vital for us to remain competitive. The market itself and production processes are changing constantly. Together with partners like L.B. Bohle or MEDELPHARM, we are able to provide our customers with innovative technology and service offerings. Alongside the new facilities, our Innovation Center here on the KORSCH Campus is exactly the right place to develop technologies and strategies together.

KORSCH:MAGAZINE: What does the campus approach mean for KORSCH's international activities and locations?

Stephan Mies: First and foremost, what happens here in Berlin forms the nucleus and the starting point for a wide range of developments and technologies that we share with the world. More than 80 percent of the tablet presses produced here are exported. Our global sales and service branches sell our machinery in 87 different countries. The international focus of the KORSCH Campus in Berlin can't be made reality solely through virtual Teams conferences. That is why we are championing direct communication with international market players and customers here at our Berlin location and will do so in the future as well.

During the pandemic we have realized how important global thinking is. But we also act on a local basis. In our key markets, we have already established similar facilities, where we are able to present our machinery solutions, conduct compression tests, and enhance our customers' systems. The training that we offer our customers worldwide is an important component of our



Brightly lit: the new offices

global and local service offering. The KORSCH Campus also provides an inspirational working atmosphere for that purpose too



Open, spacious layout: the showpiece entrance hall

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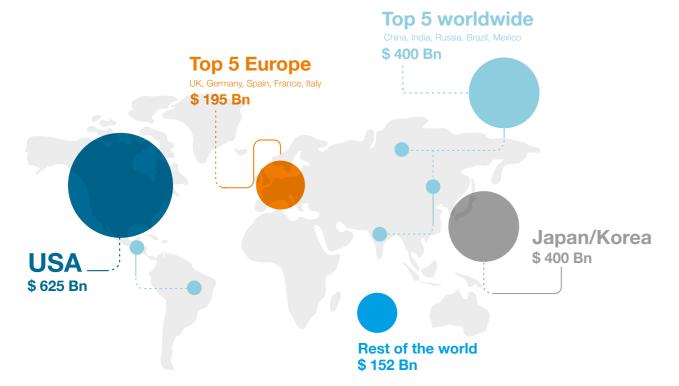
Horizon Horizon

Global Markets from West to East

Sales representatives report from their regions.

With an export rate of more than 80 percent and an How is the pandemic impacting on the activities of excellent geographic revenue distribution KORSCH is clearly a global player. In this context, the KORSCH Global Sales Team comes together on regular basis to share insights from each market, to ensure that everyone has a "global view" and a clear perspective on market developments and emerging trends. One thing is certain: the pharma industry is expanding during this pandemic and the demand for pharmaceuticals is increasing worldwide. Longer life expectancies and aging populations drive the need for medications which address chronic illness, including, diabetes, cancer, and dementia. And while the specific market drivers can be different across the globe, it is clear that the KORSCH product line offers comprehensive solutions to virtually all tablet compression applications, which is driving success in all global markets. Equipment solutions for early feasibility, development, scale-up, and high-speed production, which incorporate flexible machine platforms for multi-layer, high-containment, and continuous process - continue to fuel KORSCH growth and success around the world.

KORSCH's Sales team? In all regions, KORSCH has transitioned very quickly to leverage remote technology to permit continued communication with our customers. Virtual meetings on TEAMS, Zoom, WebEx and other platforms have allowed us to maintain close communication and to advance projects. This remote technology has also been utilized to deliver in-depth technical demonstrations of our equipment, where the customer can see the machine and interact with our experts as we explain and present the key technical features. In the absence of trade shows, KORSCH has hosted a number of technical webinars to present our expertise on a wide range of topics, including multi-layer technology and high-containment system design. Our service team has become extremely efficient with the execution of Factory Acceptance Tests and remote diagnostics and training using the same virtual communication tools.



Regional Expenditure Forecast for Pharmaceutical Products (2023)

Source: KORSCH, 2021

North America - Matt Morganelli

The KORSCH product line is ideally suited for the market in North America. The robust R&D equipment portfolio, including STYL'One compaction simulators, offers a wide range of solutions from early feasibility / material characterization to predictive performance on highspeed rotary presses. The mid-range X 3 is ideal for clinical production and smaller batch production which require fast change and high efficiency. The flexible XL 4004 (SFP and MFP) offers the most versatile machine platform, which is extremely well aligned with the rapid growth of CMO manufacturers. For those applications where very high speed, high-volume products are manufactured, the XT 600 and XL 800 offer a reliable. automated solution, for maximum efficiency. The continued trend away from Personal Protective Equipment (PPP) and to a higher level of built-in containment, is also driving interest in the full line of contained and wash-in place solutions from KORSCH. Finally, KORSCH has a very strong position in the emerging technology of Continuous Manufacturing with many reference installations which include complete integration to an advanced process control system.

South America - Fernando Moran

KORSCH continues to expand our business in South America with excellent agent representation and a local factory trained technical service capability for all key markets. The flexible X 3 MFP offers a unique solution for the mid-range segment, offering single and bi-layer flexibility, and a wide range of turret options. The result is a flexible, fast-change machine that can produce a single or bi-layer tablet of any shape of size. The XL 400⁴ MFP offers the same capability for larger batch sizes and offers an additional tri-layer and tablet-in-tablet capability. The XT 600, with maximum output for campaign production, offers the lowest total cost of ownership and represents the best value in the high-volume, double-rotary press segment.

Europe - Hendrik Thomsen

The KORSCH Europe Sales team supports a very diverse marketplace and the KORSCH line of equipment is very well aligned with key market requirements and emerging trends. The flexible design of the X 3 MFP and XL 400⁴ MFP have created significant opportunities for Contract Manufacturers where the requirement to pro-

duce single-layer and multi-layer tablets on the same machine is an efficiency driver. The KORSCH product range perfectly meets the requirements of robust R&D activity in Europe. The KORSCH Innovation Center is operating the STYL'One Evo, a high-speed compaction simulator which offers insight on product scale-up parameters with just minimal material quantities, and our experts have successfully leveraged this capability to predict performance on the full range of KORSCH production machines. With a primary focus in the pharmaceutical sector, KORSCH also is very successful in the technical and chemical market segments, producing large-format, high-speed machines to produce catalysts, batteries, salts, and detergent tablets.

Middle East / North Africa (MENA) -Ahmed Ben Abdallah

The KORSCH MENA sales team is working primarily with contract manufacturers and generic producers, where a flexible and reliable equipment platform is paramount. Here it is the X 3 (SFP and MFP) and the XL 4004 (SFP and MFP) which offer the flexible, fast-change, efficient solution for every batch size. The model of choice in this region for countries featuring high domestic demand as well as a high export ratio is the XT 600 or the

Asia – Ingo Stammnitz

The markets of Asia continue to expand at a rapid pace. Reasons for this growth include a gain in purchasing power caused by the ongoing "rural exodus" to Asian megacities, improved healthcare systems, as well as increased life expectancy. Local market promotion programs, such as India's special economic zones, are also having a major impact. KORSCH is extremely well positioned in Asia in terms of capable agents and strategic service centers to deliver timely and factory-trained support. For these markets, it is the flexibility and efficiency of the KORSCH design which is the key driver. The fast-change X 3 and XL 4004 offer an ideal solution to mid-range and large-batch production. For campaign batch production, the XT 600 is a proven workhorse in demanding 24/7 production environments. Featuring the highest press speed, and the lowest total cost of ownership, the XT 600 is very well established as a technology leader for high-volume applications.

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Global Customer Care

As Service Manager for Europe, Robert Schroedter reports on his experiences of carrying out assignments in an international environment.

Robert Schroedter works as a Regional Service Manager in the Customer Care unit and heads up a team of service technicians that provides support to customers throughout Europe. He is also in charge of all after-sales products that KORSCH offers. In KORSCH:Magazine, he talks about working in an international environment, about the challenges faced and the digital solutions implemented during this pandemic-dominated period.

KORSCH:MAGAZINE: What does it mean to you to be part of an international service team?

Robert Schroedter: I previously worked as a service technician for international companies myself. I like the diversity that communicating with people at an international level and that cultural exchange in particular bring. Our global Customer Care team also consists of people from all over the world and thus reflects the international profile of our customers. I can no longer see myself just working on a regional basis.

KORSCH:MAGAZINE: What are the challenges that Customer Care faces?

Robert Schroedter: Our aspiration is to be able to provide a fast and effective service response to all of our customers anywhere in the world - that also applies to sales of spare parts. We look after a broad range of machines with many different build dates - from "standard" to custom systems. Everyday, our technicians get up to speed on a wide range of special service and product solutions - a task that their experience enables them to master with confidence. Continuous knowledge sharing between our service hubs will also remain a key issue in the future. That is why we are currently working on a new knowledge database, to which all technicians in our global network will have access.

KORSCH:MAGAZINE: What experience has the team gained during the pandemic?

Robert Schroedter: Our global network of subsidiaries, service satellites, and local agencies has performed extremely well during the pandemic. This structure has enabled us to provide our customers with an optimum level of support, even during this period of travel restrictions. A number of service assignments have been completed using new communications technologies and reages, drawings, instructions, and diagrams that match tool gets a good reception from our customers and has machine. been used much more frequently since

the start of the pandemic.

KORSCH:MAGAZINE: How is PharmaView® used to provide digital service support?

Robert Schroedter: The application is based on HoloLens smart glasses that the customer wears. Our technician at the service hub can see what the user on site can see on the equipment and provides virtual guidance. The technician can sketch in possible

solutions into the user's virtual field of vision, e.g., where exactly a cable needs to be removed and then reinserted. The customer then completes the operation on the equipment themselves. There is also a PharmaView® application that enables spare parts to be easily identified. Virtual, holographic media, like explanatory videos, im-

mote support tools, like PharmaView®, for example. This the KORSCH model involved, assist the operator at the

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"Our aspiration is to provide a fast and effective service response to all of our customers anywhere in the world."

Robert Schroedter

KORSCH:MAGAZINE: What experience have you gained from using remote service tools for e-SATs (Electronic Site Acceptance Tests)? Where does it work and where does it not

Robert Schroedter: In my experience, e-SATs work well in relationships with existing customers and on systems of moderate complexity. There continue to be issues that require visits to customers' sites. Even during those

months when travel restrictions applied, we did not leave any customers in the lurch. We either provided support to our customers using remote services or by sending technicians, who were still allowed to travel, given the national and travel regulations applying in the respective country or countries.

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Customer Focus Made in Massachusetts

KORSCH America is aiming to be one step ahead when responding to trends and market requirements.

Anyone who speaks with Fred Murray, President of KORSCH America Inc., immediately senses his enthusiasm for the company's products and his team. Murray has been part of the US KORSCH team near Boston from the beginning. When the business officially became a KORSCH subsidiary in 1994, Murray assumed management responsibility. He has also been responsible for global sales since 2009.

Emphasis on operational efficiency and cost reduction

Back then, more than 25 years ago, the North American market already accounted for 30 percent of KORSCH AG's global sales. Today, the company's customers are spread throughout the Americas. "Our clients manufacture in Toronto and Buenos Aires and everywhere in between," says Murray. About 80 percent of buyers come from the pharmaceutical industry, while KORSCH America also has customers in the nutraceutical, vitamin, veterinary, chemical and technical industries - in total there are more than 750 KORSCH tablet presses in

Murray, who continues to be closely involved in advising clients, has seen plenty of production lines and has talked to many customers on his trips throughout the region. "Tablet production has changed a great deal. In the past, it was not so important that all available machines were in operation all the time. Today, tablet press capacity utilization is significantly higher. The emphasis is on operational efficiency and cost

KORSCH is responding to trends and market requirements

Market trends have resulted in a whole series of innovations at KORSCH. Customer demand for a single tablet press capable of producing the full spectrum of tablet types, including single, bi- and tri-layer tablets is increasing, particularly among contract manufacturers. "We have listened very carefully to our customers," says Murray. "The KORSCH XL 400 MFP has now enabled us to



Fred Murray, President of KORSCH America Inc.

become a pioneer in the market of flexible machine platforms."

Murray also sees growth in the midrange segment (KORSCH X 3), as well as in the high-speed, high-volume tablet press market (KORSCH XT 600), and in high-containment technologies. Most recently, many companies are investing in continuous production technology. Together with industry partners such as L.B. BOHLE, KORSCH covers the market for continuous production systems, and has a significant number of successful installations in this emerging space.

Customer care is a top priority

KORSCH America is committed to customer care excellence. Around 75 percent of its staff have dedicated customer support roles, including technical service, spare parts, project management, and global customer care.

The technical service effort is deployed from the headquarters in Boston, as well as satellite service hubs in Toronto, New Jersey and Puerto Rico. Service technicians travel to customers to provide them with timely on-site support. KORSCH also provides a 24-hour service hotline and a remote diagnostic capability for technical issues. "When you consider what these machines do in terms of volume, for them to stand idle for even just an hour is an expensive proposition", new compression suites, and IPC says Murray

The "Certified Pre-Owned" team in Boston reconditions pre-owned KORSCH equipment, which delivers operational performance that is comparable to that of a new KORSCH machine – at a lower price. The Global Customer Care team is also meeting increasing demand for control system and mechanical upgrades for all KORSCH models.

New office facilities and more space

In 2018, KORSCH America doubled the size of the facility to create more space for spare parts, upgrades, and the growing certified pre-owned machine business. Multiple machines can now be serviced concurrently in the four new service bays. The 2-story office building has also been given a full makeover.

The new, Boston-based INNOVA-TION CENTER features a customer welcome center, conference room, laboratory, which support customer-focused activities, including equipment demonstrations, factory acceptance tests, and product tri-

Murray makes one more announcement: KORSCH America's new landing page will go live in June 2021 – in English and Spanish. Online visitors can get in touch with our experts using a live chat function. "We are looking forward to using this new communication channel to streamline and enhance our response to customer inquiries."

KORSCH:MAGAZINE 2/2021 KORSCH:MAGAZINE 2/2021 Insights Insights

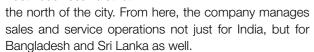


KORSCH in India

The recently established subsidiary is delighted to record rising production figures in a crisis-proof environment.

The team headed by Executive Director Sameer Rane definitely has its work cut out. Thanks to the economic situation in India, demand for tablet presses continues to India's fastest growing and most crisis-proof industries.

KORSCH India Pvt. Ltd. has not been in the Indian market that long. Given increasing sales figures, KORSCH establishes a subsidiary in 2016 in Mumbai, one of India's largest cities and at the same time one of the country's pharmaceutical centers. To be closer to the airport, the company relocated three years later to the Andheri East business district in



industry experience

Strong in generics

India is the world's biggest provider of generic drugs. More than 40 percent of all generics sold in the USA are manufactured in India. That is why this country hosts

the largest number of FDA-approved production facilities outside the USA. India exported pharmaceuticals worth in excess of 19 billion US dollars in 2019. Given such

> deliver maximum performance and productivity when manufacturing single- and bi-layer tablets.

Special economic zones

More than 50 percent of all KORSCH machines in operation in India are located in special economic zones, such as Hyderabad and Visakhapatnam in the south of the country, or Indore in central India. For

many years, the Indian government has been promoting regional growth, for example by offering tax breaks. The state also offers companies a series of tariff incentives via funding instruments such as the "Export Promotion Capital Goods Scheme (EPCG)" - the aim being to boost the Indian export sector. "We are noticing that such programs are also helping the Indian mid-sized business sector," says Rane.

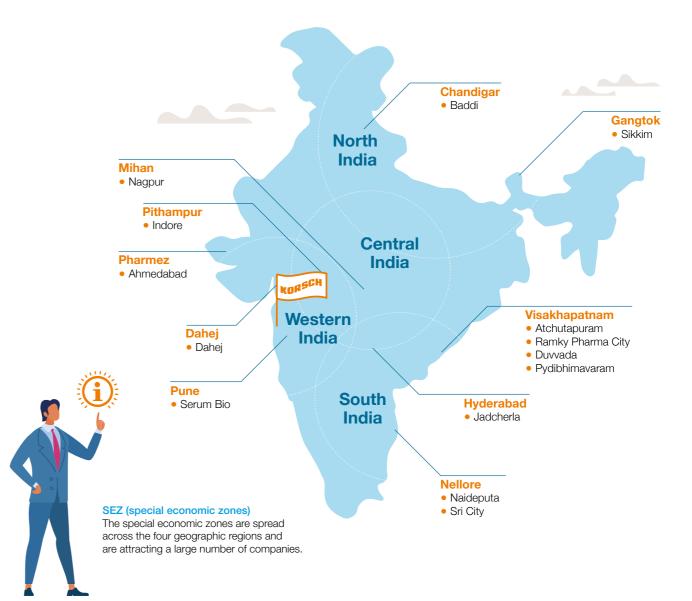


Customer focus is the top priority at KORSCH's Indian location, where 90 percent of staff are engineers. They include experts in a range of specialties like tableting. KORSCH employees have direct experience in plant engineering and construction as well as tablet manufacturing, so their expertise means they are eminently qualified to understand issues from a customer perspective as well and to perform a wide range of complex tasks. The company is also diversified in terms of languages spoken: employees speak various Indian languages -English is the business language and Hindi is regarded as the official language in Mumbai, whereas Telugu and Urdu tend to be spoken more in Hyderabad.

What trends is the subsidiary anticipating and which drugs or treatments are set to play a particular role in the future for Indian tablet manufacturers? Given that pat-

ents, relating in particular to oncological, antidiabetic and dermatological remedies, are set to expire in the next few years, KORSCH India anticipates increasing production figures. Indian generic drug manufacturers, says Rane, are already raring to go. "Manufacturers of these kinds of drugs must adhere to stringent compliance requirements as well as keep production costs low. This together with advanced pharmaceutical knowledge makes India a popular production location," says Rane.

The next few years need to be utilized to build up a strong position in the R&D segment, together with partner MEDELPHARM. In addition to an existing Competence Center for high-volume machinery (like at KORSCH's American subsidiary), construction of an Innovation Center is also planned - a project that will commence this year.



be high. The pharmaceutical sector is therefore one of high production volumes, many tablet manufacturers

The team headed by Sameer Rane: plenty of pharmaceutical

rely on KORSCH XT 600 double rotary presses, which

as the engine of growth

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Insights Insights



A Global Team to Meet Local Requirements

Cultural diversity is an everyday reality at KORSCH.

"The more we grow, be it in the marketplace or in headcount terms, the greater our need for a spirit of harmonious cooperation." This is how Chantal Lagarde, Intercompany Manager, describes the challenges that KORSCH's global team faces every day. Given an export ratio of more than 80 percent to 87 coun-

specialists from almost 20 different countries, the priority is to identify and nurture the potential within each individual and embed that potential in a synergetic whole. To this end, KORSCH offers a comprehensive series of up-to-date programs and activities for its own employees, like the "Microsoft Teams Project", which tries and an international team of has become one of the company's

most important communications modules as a result of the pandemic.

Making internationalization

even more of an everyday reality

"Our high export ratio, our teams abroad, and our global partners mean we are already really well positioned in international markets," Chantal Lagarde explains and adds: "from sales and engineering staff through service technicians, KORSCH has a global team of native speakers as well as multilingual employees at its disposal. We aim to make this process of internationalization even more of an everyday reality throughout the entire organization. That is why it is important that new tools, like the online platforms, are used more frequently and that communication with our teams abroad is enhanced at all organizational levels. This way we will succeed in breaking down the last barriers – be they language or cultural. We must learn to engage cross-culturally with one another, to avoid stereotypes and to maximize the contribution from everyone on the KORSCH team."

Diversity as opportunity

Yet does it work that easily? Can stereotypes like "German punctuality" or French "laissez faire" be completely blocked out in the minds of employees? "That is precisely the challenge," says Chantal Lagarde. "This diversity symbolizes one of KORSCH's greatest assets and at the same offers a major opportunity. Current challenges demonstrate that quite clearly. That is why we must learn to speak a common language and create a shared esprit de corps."

Simplified communication for maximum understanding

It therefore seems only logical to provide each employee with as much support as possible, to enable them to see themselves as part of the whole - irrespective of where they come from. They are already accustomed to thinking outside their own national or cultural box. Nurturing and enhancing this identification aspect alongside purely specialist expertise are one of the prima-

ensure these efforts are successful, KORSCH is continuously extending its package of measures. It now includes various information portals as well as teambuilding events, an extensive range of training options, regular internal notifications, and a dedicated KORSCH career portal, which highlights interesting cross-border career perspectives to employees. Furthermore, in-company exchange programs are already being considered and being supported wherever a "common" language is involved. This does not just mean the transition to a standard corporate language worldwide - English. "We wish to nurture all the potential in our employees and get the best out of every individual," Chantal Lagarde emphasizes. "Yet we are well aware of the fact that some processes still need to be homogenized. And that requires maximum mutual understanding as well as simplified communication between employees. That is the only way to generate the necessary synergies to draw on this valuable resource that we have globally."

ry objectives of the near future. To

Perseverance and spirit of innovation for consistent growth

Successful collaboration between

the various locations and business functions like Marketing and Sales, Finance and Accounting, as well as HR Management, demonstrates precisely that this already works really well in large sections of the company. Two typical KORSCH characteristics, perseverance and the spirit of innovation, have helped bring this about. This enables a fast reaction to varying challenges, while standardized processes give all those involved professional confidence. "We want our 'back-office and customer

facing teams' to be able to work together hand in hand, our agencies, subsidiaries, and partner companies to be able to grow with us as a unit in the future, and so we regard ourselves as bridge builders between the individual segments of the company. A global growth strategy happens to require global interaction and cooperative working relationships between our employees - to enable us to act locally in the future as well," says Chantal Lagarde in

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