

HEXPOL Field Technical Services: Know How. Know Why.

HEXPOL field technical service representatives are among the best in the world. Together, they have seven U.S. patents and seven foreign patents in polymer bonding/chemistry. Their mission is to consult with customers, analyze processes, and provide personalized service that matches the product with the process.
[Know How.](#) [Know Why.](#)

Investing in People Fosters Excellence – We continually invest in their expertise through technical training and leadership programs. Whether they are polymer chemists, industry experts, technical sales or customer service representatives, we strive to elevate customer satisfaction and on-target solutions.
[Know How.](#) [Know Why.](#)

HEXPOL Values the Process – Our field representatives align HEXPOL's process with the customer's process to achieve product specification requirements that help ensure end product excellence. A process with stability, reliability, and repeatability is a predictable process that consistently produces the right product.
[Know How.](#) [Know Why.](#)

The HEXPOL Technical Visit – We can conduct periodic and confidential on-site reviews, observing and analyzing attributes such as equipment, operator activities, and production processes to solve problems, increase productivity, and improve product quality. HEXPOL brings value to each and every customer relationship:
[Know How.](#) [Know Why.](#)



HEXPOL
COMPOUNDING

A Material Difference

For more information about legacy brands and worldwide resources, visit hexpolcompounding.com or call 440.834.4644 and press 6 for customer service.

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Continuous Process Improvement It's in our DNA

HEXPOL
COMPOUNDING

A Material Difference

Helping Customers Improve Process Quality, Productivity, and Performance

Continuous Improvement has been around for decades and countless enterprises implement some or all of its components to deliver improvements to their processes, products, and services.

At HEXPOL Compounding, continuous improvement is in our DNA. It helps us ensure high-performance compounds for HEXPOL customers. That's a given.

HEXPOL also provides continuous process improvement solutions at its customers' locations to measure and improve process quality, productivity, and performance.

Application Definition

Understanding how the rubber compound will be used goes a long way in ensuring that the formulation will deliver required performance. The HEXPOL team works with you to determine specifications/physical requirements, end use, physical forms of compounded shapes, and your process for curing.

- Specifications/Physical Requirements
- End Use
- Physical Forms of Compounded Shapes
- Your Process for Curing

Knowledge & Resources

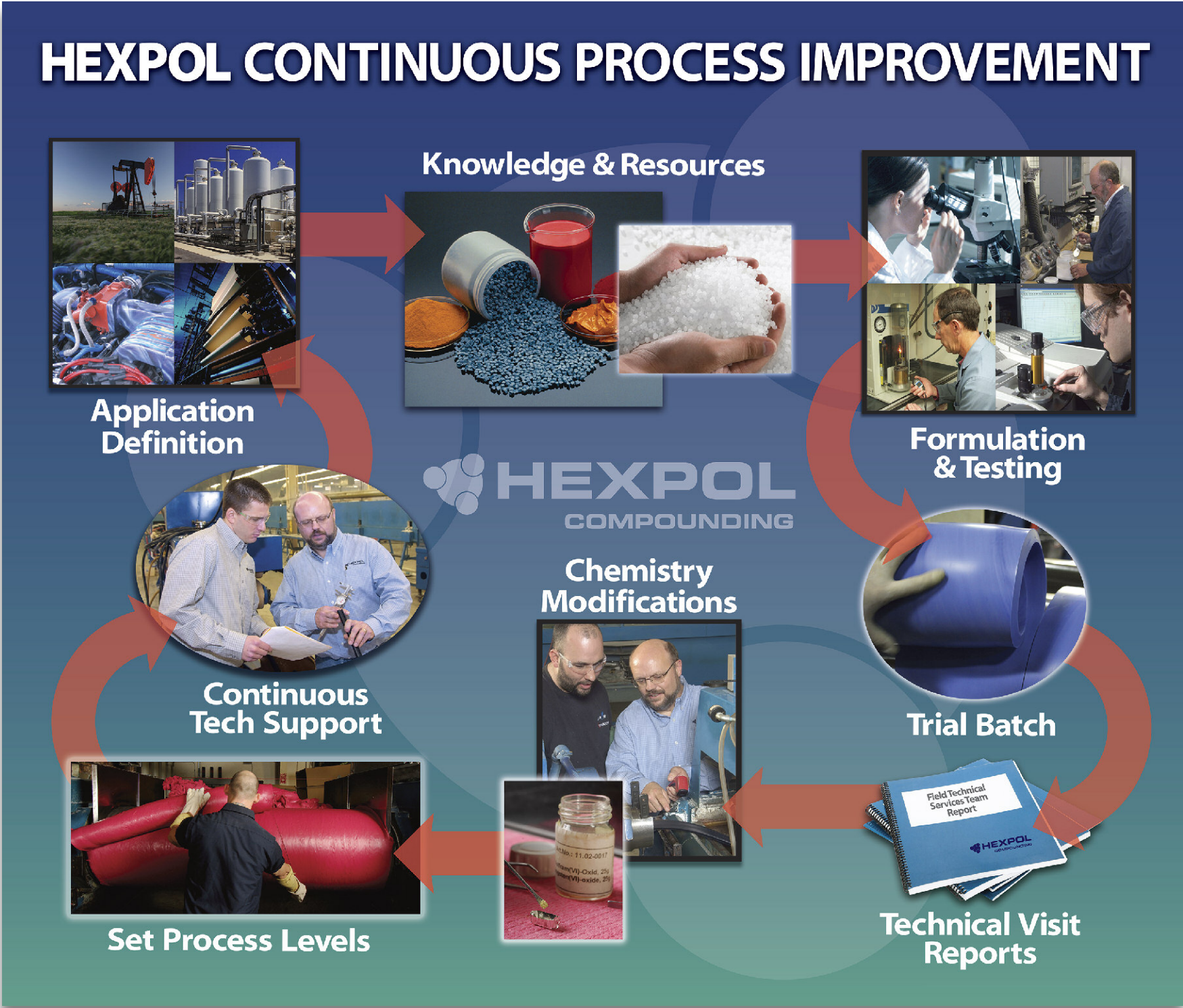
HEXPOL field technical service representatives have extensive rubber industry experience, in-depth technical and process knowledge, as well as seven U.S. patents and seven foreign patents in polymer chemistry. Resources include a range of existing formulations and the expertise to develop custom formulations when called for. HEXPOL has access to key raw material suppliers around the world.

Formulation & Testing

We help you determine if a custom formulation, an existing HEXPOL formulation, or your recipe is appropriate for the application. In addition to processes and technical specifications, the HEXPOL team considers cost effectiveness and raw material alternatives. Formulations are tested in an ISO 9001 and A2LA certified test lab with Alpha technology software to manage quality.



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Trial Batch

Lab batches help ensure that the formulation is correct, shorten development time, and reduce time to market for your products. Factory production trial batches are mixed to specification and shipped to you to test with your production process. We help you evaluate results of the trial batch production run.

Technical Visit Reports

HEXPOL's periodic technical visits and follow-up reports – comprised of confidential on-site reviews, analyzing attributes such as equipment, operator activities, and observing processes – are unique to HEXPOL. Visit reports summarize results and provide improvement objectives with clear action items to solve problems. HEXPOL provides continuous follow-up assistance.

Chemistry Modifications

There are a variety of reasons for necessary chemistry modifications to a formulation, such as changes in the process, a discontinuation of raw materials, lack of proper equipment maintenance, new equipment, or new specs for the same compound. HEXPOL helps you identify these issues and adjust formulations when necessary.

Set Process Levels

When the formulation is perfected and the process is adjusted as necessary, you are ready to proceed with full production. Process levels are set and the HEXPOL team works with you to ensure the process is operating within established parameters.

Continuous Tech Support

HEXPOL's use of continuous process improvement principles and ongoing tech support can bring strategic, operational, supply chain, and financial benefits to our customers. Our team of polymer chemists, industry experts, and customer service representatives help you make linear, incremental and measurable changes to existing processes that will improve **quality, productivity, and performance**.

