



CONNECT

Accelerated and sustainable Quality drive

At Rialto we have a data based structured approach towards Quality Management. In line with our Vision on becoming “Better than Ever” – “Year on Year” we practice a **Continuous Improvement Process** philosophy which has supported us in achieving a capable & stable operations despite of the various ongoing challenges.

Our commitment to achieve total excellence in our operations is an integral part of our organisational culture. Our continuous endeavour towards improvement is marshalled by Chander. With his guidance & mentoring, driven by an energetic operations team and well supported by a highly skilled and experienced workforce we have propelled the site to become one of the Best in Class organisation.

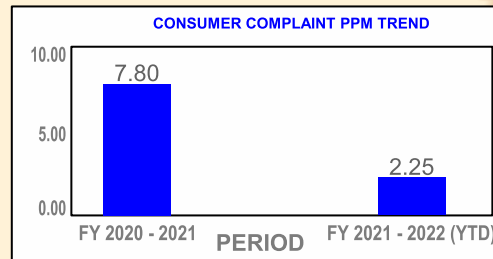
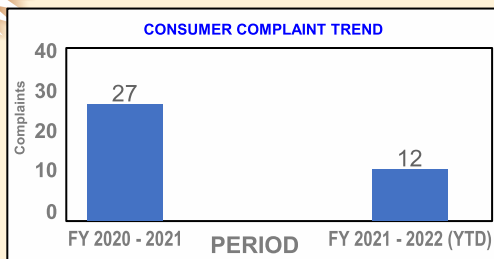
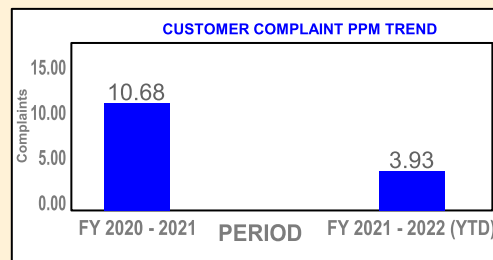
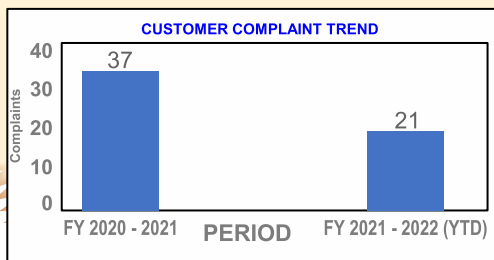
Customer / Consumer complaint trends

Complaints management truly is an essential component of customer service and business success.

At Rialto we have a number of protocols designed to handle customer complaints. We train all our employees to analyse, resolve and implement solutions effectively.

The team has established a quick turnaround time in resolving customer / consumer complaints and have ensured reduction of defect levels.

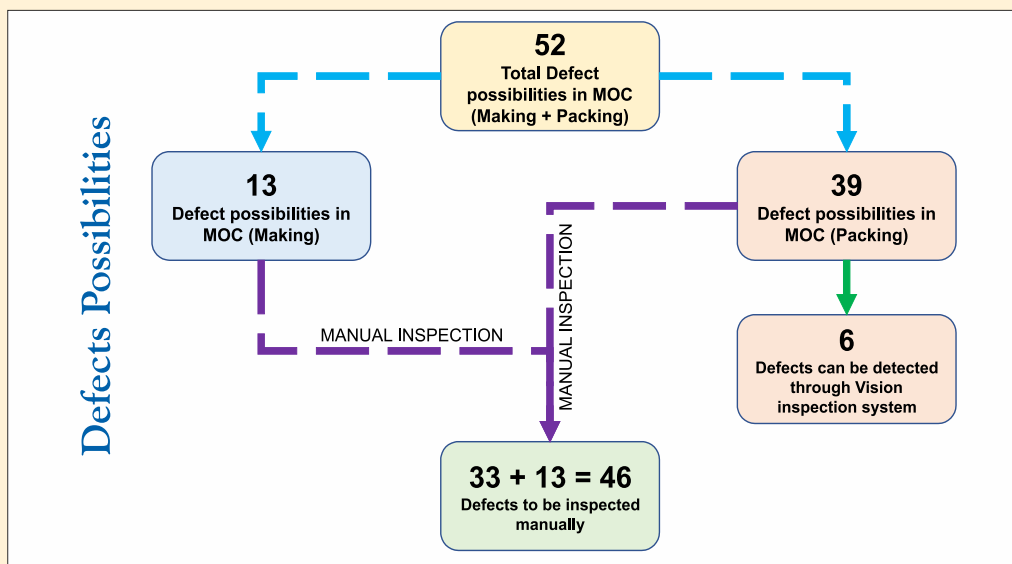
Complaints from 2020 - 2022



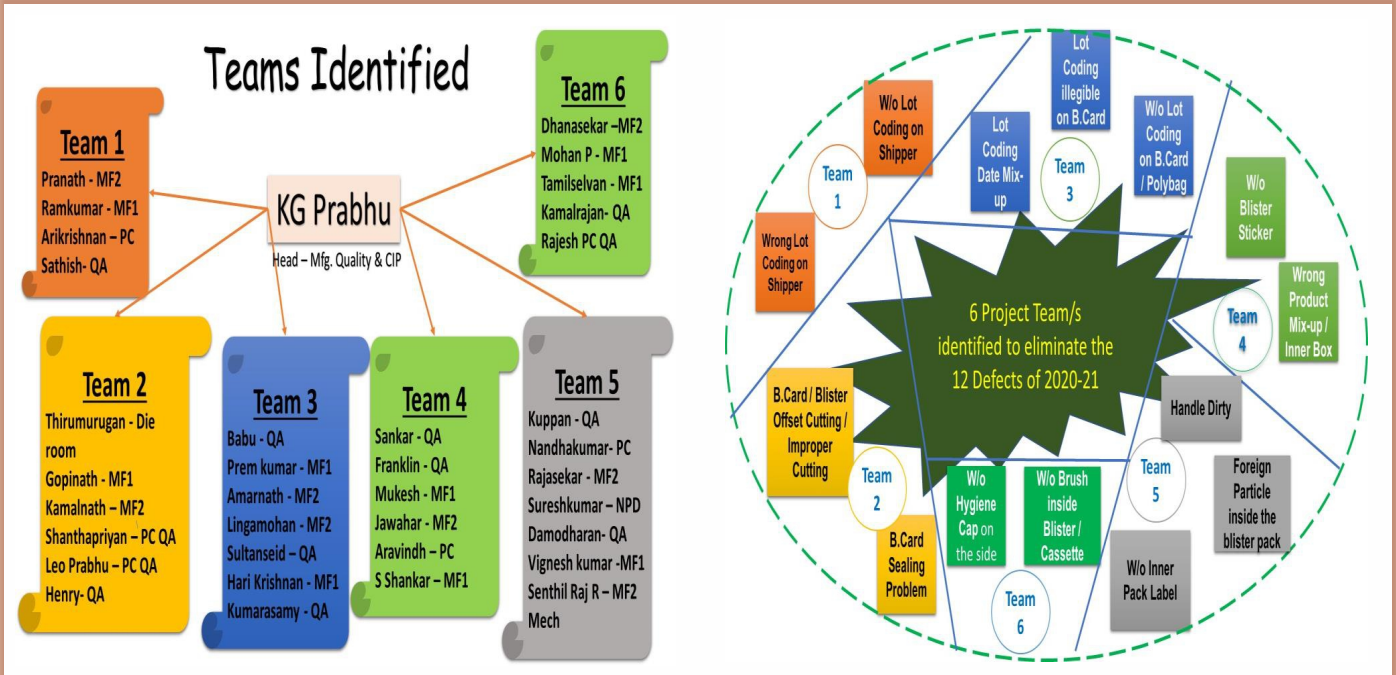
Reduced
defect
levels

Reduced
rejection
rate

Internal Defects



A very detailed analysis of past complaints correlated with the internal 'Q' level supported in triggering various interventions. The team has made more than 100 breakthrough interventions over a 3-year period which has supported in achieving major 'Q' improvements.



Sampling for final inspection shall be done as per ANSI / ASQ Z1.4 – 2008 AQL GIL III. Accepted pallets shall be moved to FG transfer area allocated in the FG inspection area. If the defects observed more than the allowable limit as per ANSI/ASQ Z1.4 – 2008 AQL GIL III, then both products from which samples were drawn will be held. Hold tag will be raised by QA inspector and pallet will be moved to Quarantine area along with the defective brushes. Production shall complete 100% segregation within same shift and offer for re-inspection within FG audit area. Findings from FG inspection are tracked for improvements as below

Green - No defects

Internal Defects Chart

Red - Defects

PACKING DEFECTS TRACKING	3M System	2018-19												2019-20												
		Phenomena	Month	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M
W/o Power Dot Sticker	Y	-	-	1	2	-	-	-	-	-	-	-	-	-	2	-	-	3	-	-	-	-	-	-	-	
W/o Lot Coding on B.Card	Y	4	1	4	-	-	6	2	5	-	-	-	4	3	5	5	10	9	7	10	7	16	9	-	12	2
W/o Blister Sticker	Y	3	1	-	1	8	2	-	2	4	3	2	2	2	2	2	3	6	13	22	27	7	12	4	6	7
W/o Brush	Y	2	3	2	-	1	4	6	1	3	-	-	5	11	14	3	6	13	22	27	7	12	4	6	7	
Wrong Product Mix up	Y	1	2	-	5	12	6	2	5	2	-	-	6	1	4	1	10	1	44	22	-	12	1	-	-	
Backer card mixup	Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
TOTAL		10	7	7	8	21	18	10	13	9	3	17	17	27	9	26	27	76	60	17	40	15	6	22	8	
W/o Insert card	N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
B.Card lotcode Double Printing	N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Dirty on Shipper	N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Brush Missing inside the Cassette	N	1	-	-	1	-	-	-	2	-	-	-	-	-	5	-	-	3	15	6	5	36	-	5	-	
B.Card Lot Coding Wrong Position	N	1	-	-	-	-	-	-	6	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	
W/o Cassette inside the Shipper	N	-	-	-	-	-	-	-	1	-	-	6	-	-	-	-	-	-	-	-	-	-	1	-	-	
Wrong Lot Coding on Shipper	N	-	7	-	-	-	-	-	-	-	-	-	2	-	1	-	-	3	15	6	5	36	-	5	-	
W/o lot Coding on Innerbox	N	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	-	-	-	3	
Hair Inside the Blister	N	1	-	-	2	3	-	-	6	2	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	
W/o Lot Coding on Shipper	N	-	-	1	1	-	-	1	6	3	3	1	-	-	-	-	-	-	-	-	-	-	-	-	-	
Dislocated Blister Content	N	3	-	8	-	-	-	-	-	-	-	6	-	-	4	-	-	-	-	-	-	-	-	-	-	
B.Card Sealing Problem	N	-	-	-	-	-	-	-	8	-	5	-	7	-	4	4	-	5	9	1	4	1	-	-	-	
Nylon Powder inside the Blister	N	1	-	-	11	-	-	-	-	-	-	9	-	-	1	-	-	-	-	8	-	-	-	-	-	
B.Card Tear	N	6	10	-	-	-	-	-	-	-	-	6	2	-	1	8	-	-	-	-	2	-	-	-	-	
B.Card Offset Cutting	N	-	-	14	8	-	-	-	-	2	-	-	-	-	5	1	6	6	3	23	1	3	2	4	-	
W/o Inner Pack Label	N	-	-	2	3	6	5	2	2	2	-	5	-	-	3	3	12	5	8	2	6	3	2	-	2	
W/o Hygiene Cap	N	2	3	-	2	6	3	-	1	1	4	3	3	-	6	2	6	19	-	2	-	1	-	4	-	
Lot Coding illegible on B.Card	N	-	5	-	-	-	-	-	1	-	-	7	8	7	1	-	5	6	3	29	29	-	12	4	-	
Blister Melt	N	-	-	-	-	-	-	-	-	-	17	8	4	-	4	-	-	-	-	-	-	-	-	8	-	
Wrong barcode Used - Mix up	N	-	-	-	2	2	6	10	7	3	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	
Lot Coding Date Mix-up	N	-	-	3	1	12	1	3	3	6	6	-	-	-	3	9	-	8	31	5	7	4	1	-	14	
Blister Damage	N	1	15	16	10	7	-	8	-	-	5	-	5	-	2	-	-	1	-	-	-	-	1	-	1	
B.Card Bend	N	14	1	2	10	13	-	3	18	-	7	4	-	-	-	-	5	12	15	-	-	5	-	2	1	
Insert Mix-up	N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
W/o Lot Coding on Poly Bag	N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
W/o Barcode on Poly Bag	N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Poly bag Missing inside the innerbox	N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Gum massagers short	N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
W/o outer Pack Label	N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Wrong Shipper Box used	N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Dislocated Blister Content	N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Excess Quantity brushes in shipper	N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Outer pack barcodesticker Scan fail	N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Wrong Tape used	N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
TOTAL		30	41	46	51	49	16	34	58	34	64	33	28	31	38	30	67	120	63	86	51	22	26	23	6	

Before

Packing - Manual Intervention

Road Map for continuous Improvement

Year 2020

- 2D camera introduced on all Zpack machines and Manual lines.
- Label camera setup totally shifted inside of ZPACK machine.
- Blue light introduced on all vision system for Better resolution.

- Inner pack Label scanner to avoid wrong label - introduced in one Mfg cell.
- Self sufficiency project rolled out to make each cell adequate
- Data integrity / Records handling / CAPA training for all the Shopfloor engineers
- Decentralized Barcode printing system, to be printed within the cells

Year 2022

Year 2019

- Lot code Automation for backer card & Shipper.
- NEEM scheme of Qualified HC introduced for all new projects

Year 2018

Barcode & Artwork scanning system @ supplier end.

Year 2021

- Vision inspection system in All Manual lines.
- Lean Production system workshop and material flow improvements
- Cartridge printer for Shipper
- Cross functional Team developed and deployed for internal defects reduction
- Requalification of inspection associates
- Laser Printing for Backer card integrated with Vision System
- Training on 3M vision system upgradation - Shopfloor Executives .

Green - No defects

Internal Defects Chart

Red - Defects

PACKING DEFECTS TRACKING			2020-21												2021-22											
Phenomena	Month	3M System	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J
W/o Power Dot Sticker		Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
W/o Lot Coding on B.Card		Y	-	16	-	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
W/o Blister Sticker		Y	-	-	-	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
W/o Brush		Y	15	-	10	7	-	-	-	-	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	
Wrong Product Mix-up		Y	-	45	-	-	-	17	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Backer card mixup		Y	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
TOTAL			15	61	10	13	21	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	
W/o Lot Coding on Shipper		N	-	-	-	-	-	10	8	-	2	-	-	-	-	-	-	-	-	1	-	2	-	-	-	
B.Card Sealing Problem		N	-	-	-	-	-	-	-	-	-	9	4	-	-	-	-	-	-	-	-	-	-	-	-	
Lot Coding illegible on B.Card		N	-	-	11	-	-	-	6	-	-	-	19	-	-	-	-	-	-	-	-	-	-	-	-	
Brush Missing inside the Cassette		N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	
Wrong Lot Coding on Shipper		N	-	16	-	-	-	4	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	-	-	
B.Card Offset Cutting		N	11	17	-	12	8	-	28	-	4	4	-	-	-	-	-	-	-	-	-	-	-	-	-	
W/o Inner Pack Label		N	-	-	11	-	4	-	-	-	-	-	10	-	2	-	-	-	1	-	-	-	3	-	-	
W/o Hygiene Cap		N	-	-	-	-	-	-	-	-	-	7	-	-	3	-	-	-	-	-	-	2	-	-	-	
Lot Coding Date Mix-up		N	-	-	8	9	-	-	33	29	18	7	-	-	1	-	-	-	-	1	-	1	-	-	-	
Wrong barcode Used - Mix up		N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
B.Card Lot Coding Wrong Position		N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	
W/o lot Coding on Innerbox		N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Hair Inside the Blister		N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Blister Damage		N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Nylon Powder inside the Blister		N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
B.Card Tear		N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Dislocated Blister Content		N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Blister Melt		N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
W/o Insert card		N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
B.Card lotcode Double Printing		N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Dirty on Shipper		N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
W/o Cassette inside the Shipper		N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
B.Card Bend		N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Insert Mix-up		N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
W/o Lot Coding on Poly Bag		N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
W/o Sticker on Poly Bag		N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Poly bag Missing inside the innerbox		N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Gum massagers short		N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
W/o outer Pack Label		N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Wrong Shipper Box used		N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Excess Quantity brushes In shipper		N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Outer pack barcodessticker Scan fail		N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Wrong Tape used		N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
TOTAL			11	33	30	21	12	4	38	47	33	24	23	33	3	3	1	1	3	1	4	2	4	-	-	

After

Packing - Manual Intervention

Rialto Lab Qualified by P&G R&D, Kronberg

The Qualified lab and its competent resources have supported accurate validations of issues and its actions at a fastest possible time.



From: Reimannmanai, Antje <reimannmanai.a@pg.com>
Sent: Thursday, February 17, 2022 3:03 PM
To: Richter, Wolfgang <richter.w.3@pg.com>; Swamy, Chander <swamy.c.1@pg.com>; Laxmankumar, R <laxmankumar.r.1@pg.com>; Karthikeyan, S <karthikeyan.s.1@pg.com>; Ecker, Cornelia <ecker.c@pg.com>; Wolf, Michael <wolf.m.7@pg.com>; Maennchen, Andreas <maennchen.a@pg.com>; Steinborn, MarcusAnton <steinborn.m@pg.com>; Minkwitz, Susanne <minkwitz.s@pg.com>; Bonauer, Christoph <bonauer.c@pg.com>; Tschol, Armin <tschola.a@pg.com>; Hoesser, Juergen <hoeser.j@pg.com>
Subject: RE: Successful Full Review of Lab Qualification for Rialto

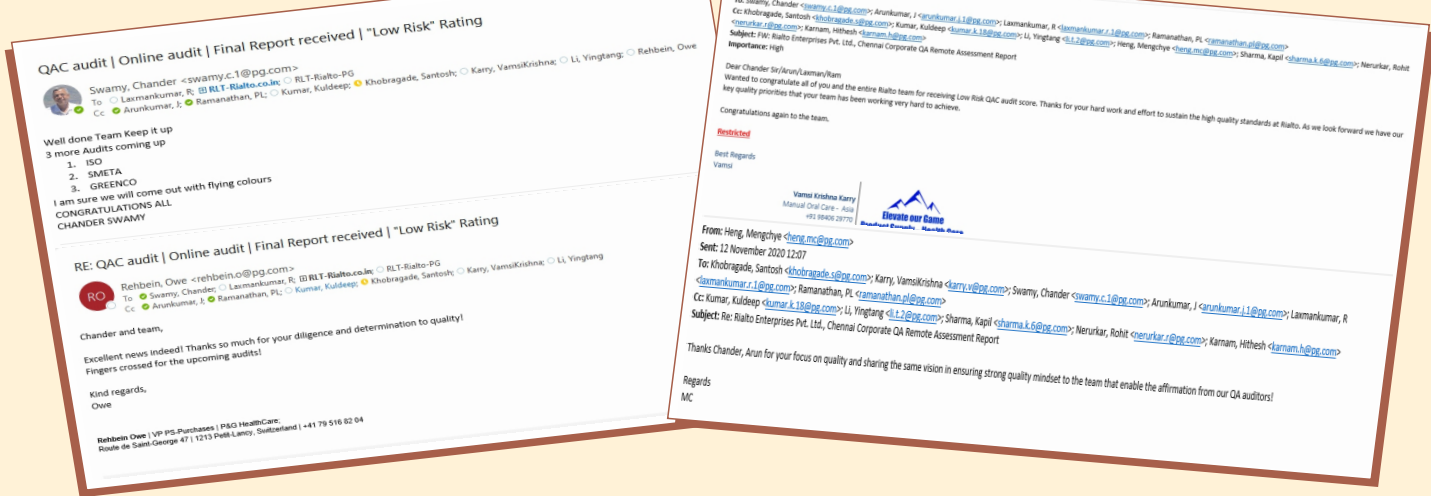
Congratulations, Team.
 Thanks for all the effort you put into this important work.
 Well done.
 Regards
 Antje



From: Ecker, Cornelia <ecker.c@pg.com>
Sent: Thursday, February 17, 2022 3:25 PM
To: Richter, Wolfgang <richter.w.3@pg.com>; Swamy, Chander <swamy.c.1@pg.com>; Laxmankumar, R <laxmankumar.r.1@pg.com>; Karthikeyan, S <karthikeyan.s.1@pg.com>; Reimannmanai, Antje <reimannmanai.a@pg.com>; Wolf, Michael <wolf.m.7@pg.com>; Maennchen, Andreas <maennchen.a@pg.com>; Steinborn, MarcusAnton <steinborn.m@pg.com>; Minkwitz, Susanne <minkwitz.s@pg.com>; Bonauer, Christoph <bonauer.c@pg.com>; Tschol, Armin <tschola.a@pg.com>; Hoesser, Juergen <hoeser.j@pg.com>
Subject: RE: Successful Full Review of Lab Qualification for Rialto

Wolfgang and team
 Thank you very much to everyone for working on this important topic!
 Great to see the outcome
 All the best
 Cornelia

Testimonials



As a part of our continuous journey, our ESS at the site and a Cross Function Team from the site have taken up further steps in improving the 3M compliance as well as identifying scope of introducing Low Cost Automation to negate the ever increasing dependency on Manual Intervention expand at the site.

Workshop Topic "Low Cost Automation & 3M Workshop" 30th March 2022

