

SOMMERZEITung

No. 48 | Summer 2019

SOMMER: The garage becomes part of the Smart Home

GROKE: New door models and barrier-free living

DOCO: More light in the garage

THE ENTRA SERIES

Secure access control systems with biometric identification or access via numeric code

EDITORIAL

This SOMMERZEITung invites you to enter the world of access control systems. With the products in our ENTRA series, you can unlock doors and gates conveniently and reliably prevent unauthorised access thanks to SOMloq2 technology. Your customers can choose between a biometric access control system which is unlocked by scanning a finger and a numeric access system which is opened by entering a code.

The remaining articles in this edition are all about the garage and connected Smart Home technologies. Our new RDC Vision⁺ roller door control unit makes controlling roller doors even more user-friendly, while the position laser for the base⁺ and pro⁺ makes parking in the garage much easier.

GROKE, too, aims to make life easier, in particular for persons who require barrier-free access to their homes. For this reason, the new range of doors from GROKE includes the ENTRAgO, a door with swing gate operator and minimum flat threshold — ideal for those in wheelchairs or older people.

In this edition, DOCO gives the SOMMER Group several reasons to celebrate. DOCO has optimised the production process within the company perceptibly, and in this edition, we present the new, transparent garage door panelling which allows more light into your garage.

Have fun reading this edition of our SOMMERZEITung.

Your SOMMER team



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LEGAL INFORMATION

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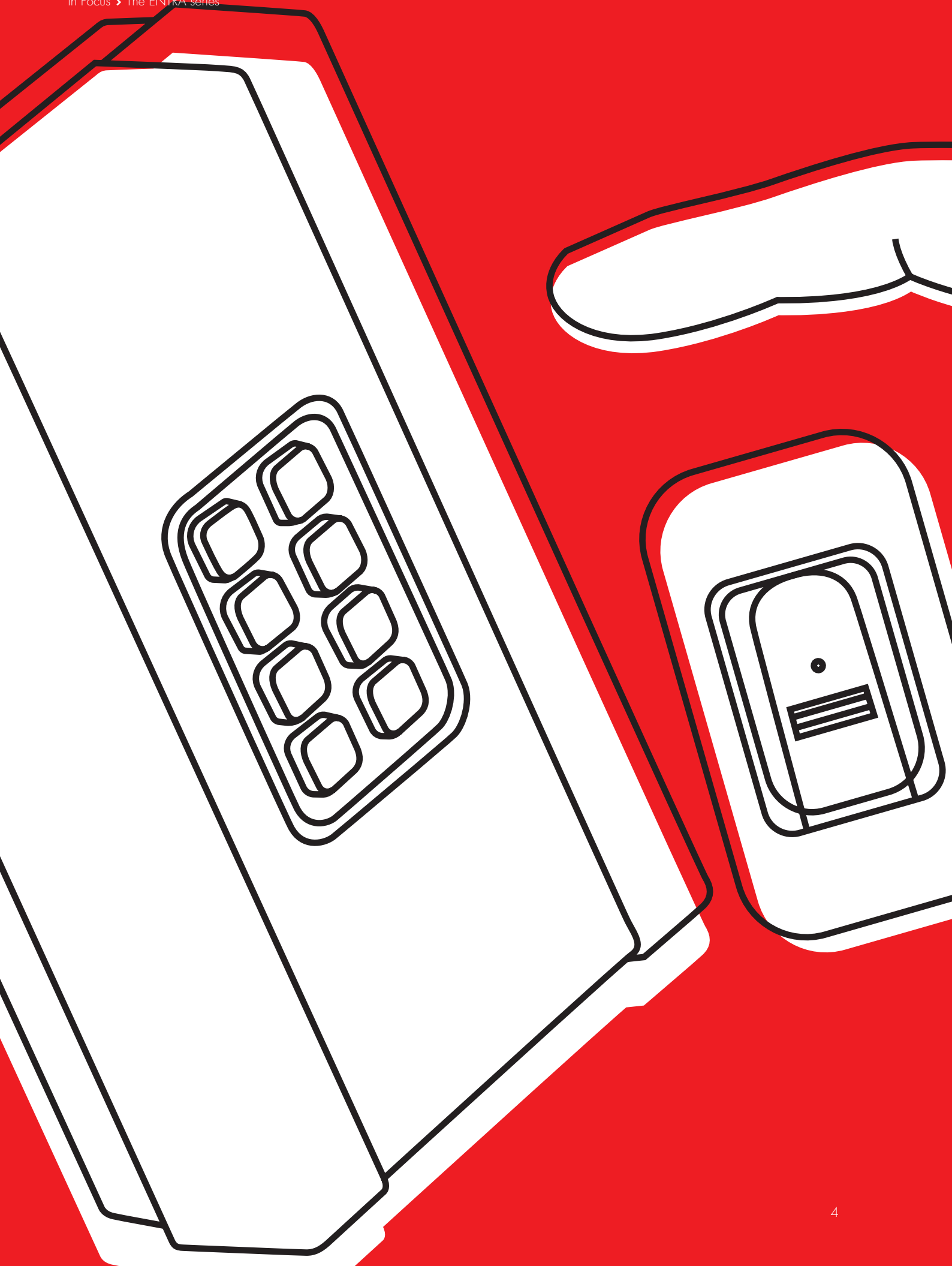
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THE KEY IS – NO KEY

The products in the ENTRA series mean you no longer need to worry about losing or forgetting your key. You can gain entry at any time with the biometric or numeric access system.

THE ENTRA SERIES

There's no getting past it

The products in our ENTRA series make doors and gates even more secure against break-ins. You can choose between the ENTRAsys⁺ and the ENTRAcod⁺, both of which are available in different mounting versions.

One is unlocked with your fingerprint, the other by entering a numeric code. No more stress with forgotten or lost keys.

Our bidirectional SOMloq2 radio system with 128-bit AES encryption also guarantees reliable unlocking.

It ensures a secure-transmission wireless connection which prevents interception of the data by third parties.

For information about the versions of the ENTRAsys⁺ and ENTRAcod⁺ available and the advantages of the respective products, see the following pages.





Advantages of all ENTRA devices

- Flexible usage options in addition to the door, e.g. exterior lighting, alarm system and gate operator can be controlled
- Encrypted and secure-transmission wireless connection between finger scanner/keypad and radio receiver thanks to our bidirectional SOMloq2 radio system
- Unlike wired systems, no short-circuiting or bridging possible
- Possible connections: AC 12 V, DC 12–24 V
- Timeless design with discreet colours and high-quality materials
- Ideal for retrofitting thanks to radio technology
- Data are retained and the door remains securely locked in the event of a power failure

ENTRAsys⁺

The biometric access control system



Available in the following versions:

Flush-Mounted

House doors

Sectional doors

Universal

Instead of a key, the products in the "ENTRAsys⁺" series use a biometric access control system which the customer unlocks via his or her fingerprint. The system uses a stripe sensor with a high processing speed which ensures quick fingerprint recognition.

Our SOMloq2 radio system ensures a secure radio connection between scanner and receiver. This prevents the technology being short-circuited or bridged.



ENTRAcoder⁺

The numeric access control system

With the "ENTRAcoder⁺" series, access is secured by means of a numeric code. The code consists of 4 to 8 digits, as desired, and can be set individually. 128-bit encryption with Rollingcode ensures secure transmission between ENTRAcoder⁺ and receiver.

The illuminated keypad allows you to open the door quickly, even in the dark.



Available in the following versions:

Flush-Mounted

Surface-mounted

House doors

Sectional doors

Universal



Flush-Mounted

Simply conceal it in the wall

- A low installation height of 10 mm offers understated design that blends into the façade
- For flush-mounted boxes in accordance with DIN 49073-1

Available for the following products

ENTRAsys⁺

ENTRAcode⁺



For doors and gates

Easy integration

- Encrypted and secure-transmission wireless connection between the finger scanner in the door and radio receiver in the door profile
- Unlike wired systems, no short-circuiting or bridging possible
- Data are retained and the door remains securely locked in the event of a power failure
- Flexible usage options in addition to the door, e.g. exterior lighting, alarm system and gate operator can be controlled
- Connection AC 12 V, DC 12–24 V

Available for the following products

ENTRAsys⁺

ENTRAcode⁺



Surface-mounted

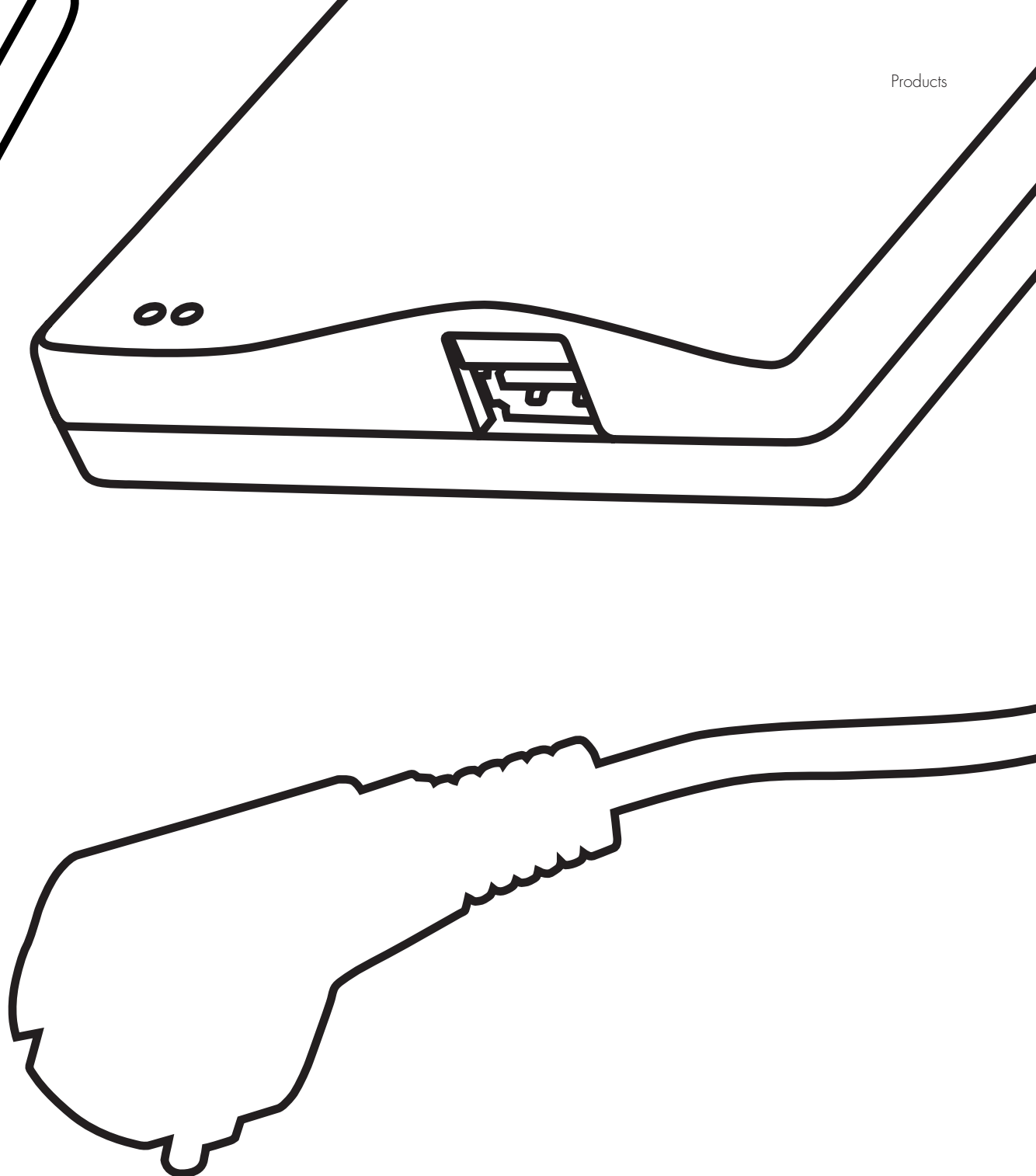
Easy installation

- Battery-operated, no power supply connection or wiring necessary

Available for the following products

ENTRAcode⁺





GIVE YOUR PRODUCTS A GARAGE

In this edition, our Products category is
all about the garage.



RDC VISION⁺

Gets things rolling

The new roller door control unit RDC Vision⁺ allows even more user-friendly control of roller doors.

Combination with our SOMlink service interface or a DIP switch offers countless setting and querying options, for example automatic closing function, partial opening, service interval and door cycles. Integrated LEDs at the corresponding points allow quick diagnosis in the case of error messages.

The RDC Vision⁺, too, uses our tried-and-tested bidirectional SOMloq2 radio system with 128-bit AES encryption for secure data transfer between transmitter and receiver.

In addition to the features installed as standard, the functions of the RDC Vision⁺ can be expanded with accessories. The Memo expands the memory of the roller door control unit to 450 handheld transmitter commands, and the Senso provides a sensor-controlled ventilation function for the reduction of mould formation in the garage.

Advantages

- Universal roller door control unit for tubular motors up to 1,000 W, AC 230 V
- Integrated LED technology: durable, energy-saving and efficient lighting
- TÜV type-tested certification
- Standard-compliant safety switch-off in acc. with Cat. 2, PLd
- Integrated evaluation of optical or 8.2 kOhm safety contact strips
- Convenient connection via pluggable connecting terminals which cannot be interchanged
- Defined "OPEN," "STOP" and "CLOSE" activation via radio, external or integrated 3-function pad
- Lighting can be activated by radio
- Transmitter buttons can be deleted selectively
- Fully automated learning process for run times
- Disabling of the roller door in combination with a frame photocell
- Simple and quick diagnosis via integrated LEDs on the connecting terminals and slots







POSITION LASER

Simply drive in,
no assistance required

The parking position laser for our garage door operators ensures precise parking in the garage. It ensures problem-free parking, even in small garages and even if your car doesn't have a parking assist system.

Using plug-and-play, the laser is simply connected to the base⁺ or pro⁺ from SOMMER and is immediately ready for use. Moreover, the laser can be adjusted individually to the height of the respective vehicle using the reflection mirrors provided.

Compatible with the following products

SOMMER base⁺

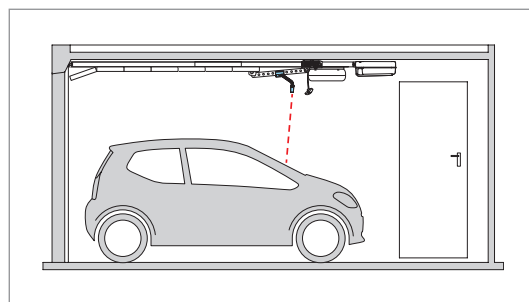
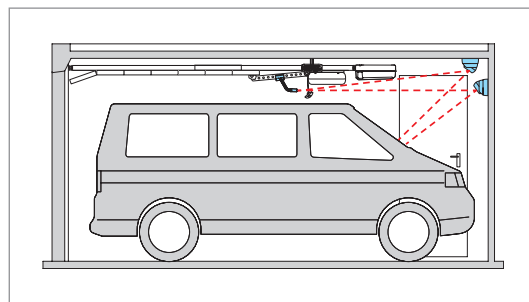
SOMMER pro⁺





Key features at a glance

- Parking position laser, plug-and-play
- Allows precise parking in the garage, even without a parking assist system
- Incl. reflection mirrors and mounting materials
- For SOMMER base+ and pro+



Parking position laser, plug&play



SOMweb

The smart garage

With the SOMweb, you can easily make our operators part of a Smart Home. Once you have connected the SOMweb to the operator, you can control it conveniently via the app specially developed for this purpose. Up to ten garage door operators can be controlled in this way.

The heart of the Smart Home

By connecting to Apple's HomeKit, Google Assistant or Amazon Alexa via the IFTTT service, your customers can also control the operator using voice commands.

And by integrating the operator into a Smart Home, they can also create command chains. For example, to switch on the lights in selected rooms when the garage opens and a car drives in.

Optional push messages when the garage opens or closes round off the SOMweb features. And unlike many Smart Home products, this system does not store the data on external servers, but on the integrated SOMweb server.

All advantages at a glance



Convenience

Control ten garage door operators with one SOMweb.



Push messages

Receive push messages informing you of door movements.



User management

Individual organisation of users with individual setting options.



Multi-platform

The SOMweb can be used on a smartphone, tablet or PC.



Security

High level of security through our SOMloq2 radio frequency.



Easy installation

Quick installation, as the SOMweb does not need to be separately wired to the operator.



Voice control

Use of voice commands to control the garage.



Integrated server

All data are stored on the server integrated in the SOMweb.



Location

The door opens automatically when the customer reaches a specific location.



Internet access

The SOMweb can be easily integrated into an existing network.



Video function

Monitoring of the garage thanks to a video plug-in and an IP camera.



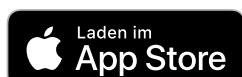
Logs

The calendar shows you when and by whom the door was opened.

Secure radio control system, secure home

Our SOMloq2 radio system with its bidirectional 128-bit AES encryption protects the radio connection between SOMweb and receiver against access by third parties.

An optional bookable video plug-in and an installed IP camera allow you to view a live stream from the garage in the SOMweb app. In this way, you can monitor what is going on there at all times. You can also view the recordings at a later time.



Compatibility

The SOMweb is compatible with our base⁺ (year of manufacture 12/2018) and pro⁺ (year of manufacture 12/2018). For initial operation of the SOMweb, it is necessary to install a photocell, which is available separately.

SOMMER base⁺

from year of
manufacture 12/2018

SOMMER pro⁺

from year of
manufacture 12/2018



You can find more information on the SOMweb website



CODEMASTER⁺

One location for all SOMloq2 handheld transmitters

With the Codemaster⁺, you can keep track of all your SOMloq2 handheld transmitters. The system allows you to assign specific transmitters to individual persons or groups. You can specify individually which doors or gates can be opened using the respective transmitters.

As the transmitters are managed digitally via a web browser, there is no longer any need to send a technician out to the site. Once a handheld transmitter has been programmed, it can be conveniently sent to the premises by post and used there. This not only saves money, as personnel do not have to the installation site, but also means that the additional *Transmitter management* service can be offered to customers.

Other benefits

- No special software installation required
- No cables required for contact between transmitters and receivers
- If a Memo fails, a new Memo can be quickly programmed
- If required, the management system can be accessed on site, using a smartphone or tablet

One handheld transmitter for each purpose

All SOMloq2 handheld transmitters from SOMMER offer the same high level of data transfer security through the integration of a bidirectional 128-bit AES radio system. Nevertheless, there are differences between the individual transmitters.

While the 3-command handheld transmitter Pearl Status and the 4-command handheld transmitter Pearl Vibe are ideal for the end consumer, the Telecody+ and the GIGAcorn offer important functions for industry.

For example, the GIGAcorn can control up to 100 doors and has large buttons for easy operation even when wearing gloves. The transmitter also confirms successful transmission of the command via an LED. The Pearl Vibe confirms via a vibration function. It is also available in a range of colours to suit all tastes.

With this variety of handheld transmitters, SOMMER has the perfect solution for every application.

THE BASE⁺ JUST KEEPS ON RUNNING

125,000 cycles

The service life of our base⁺ garage door operator has been verified by the ift Rosenheim. A total of 125,000 movement cycles was measured in a test on a sectional garage door. One cycle corresponds to a complete opening and closing process.

This long service life makes the base⁺ not only an extremely high-quality, but also a very sustainable product. Based on the assumption of four movement cycles a day, this would mean a service life of around 85 years.

The SOMMER base⁺ can be combined with doors of all kinds. For this reason, in addition to a wide range of speed profiles, it also offers the option of setting the operating forces individually.

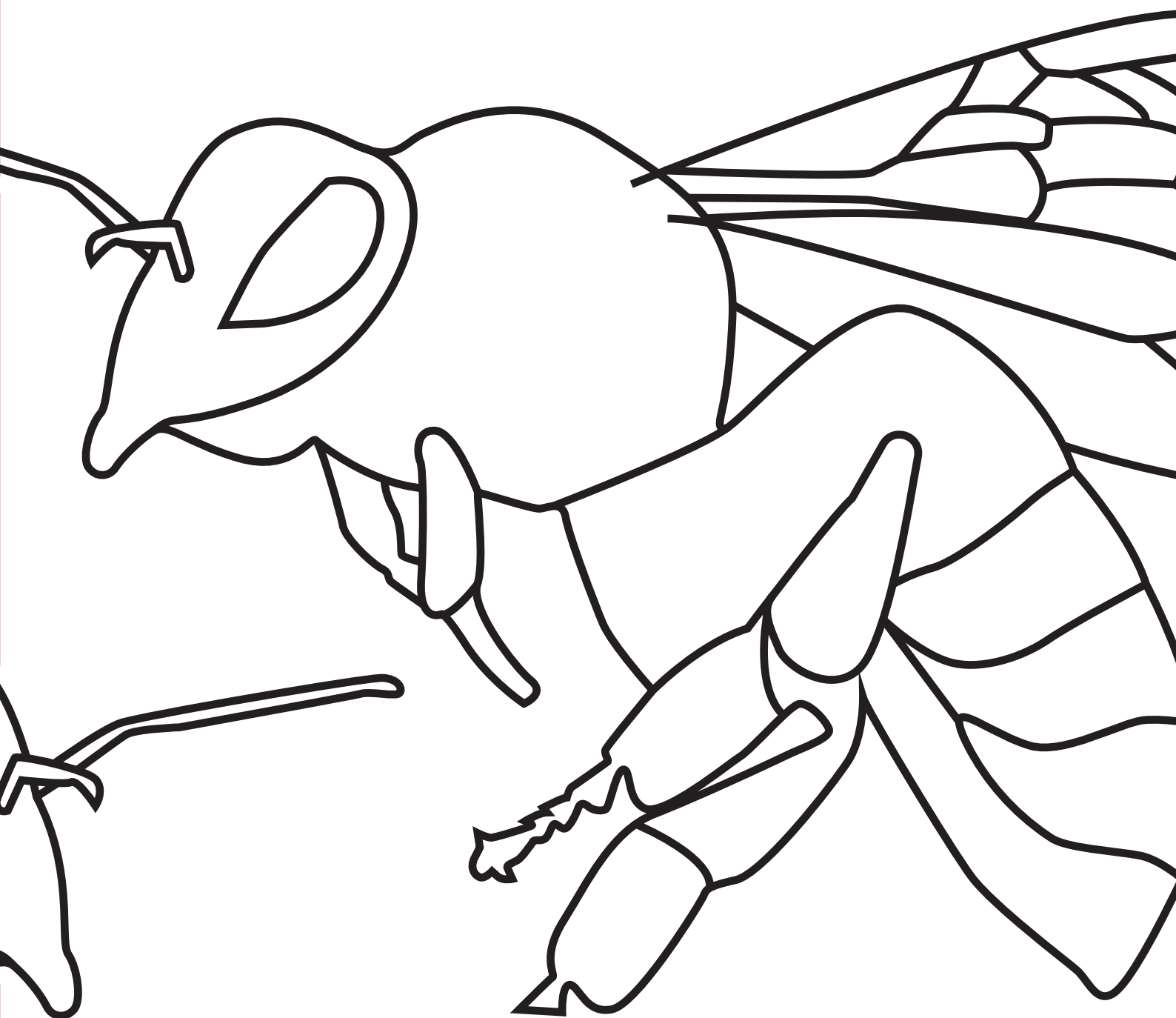
And the modular system structure of the base⁺ allows the connection of accessories via plug-and-play. In the event of a power failure, for example, the Accu supplies energy to the operator for up to five door cycles. And the Lumi+ offers additional LED ceiling lighting which is switched in parallel with the lighting in the motor carriage.



Key features at a glance

- Gentle transmission technology for a long service life
- High-quality chain without frictional loss; no re-tensioning or oiling necessary
- Saves power: < 1 watt standby
- High level of self-locking and active break-in protection
- Universal operator for sectional doors, overhead doors, one piece doors, up-and-over doors and side-sectional doors
- Secure radio connection thanks to SOMloq2 radio system





BUSY AS THE BEES

Thanks to our employees, we will soon be able to enjoy delicious SOMMER honey. The SOMMER beehive was their idea.

SAVE THE BEES

Bzzzzzzzz!

In the last edition of the SOMMERZEITung, we reported on our company idea management project, SOMidee. Its objective is the continuous optimisation of our company with the help of suggestions from our employees.

And in this edition, we would like to present one of the suggestions which has been implemented: SOMMER Antriebs- und Funktechnik GmbH now has its very own beehive. This is not only an active contribution to combating the problem of global colony collapse disorder but also ensures the pollination of plants and trees.

Since the beginning of April, we have had 5,000 busy bees in our test centre, and there are plans to increase this number to over 20,000 in summer. Good news for the environment and for our employees, who are eagerly looking forward to tasting our SOMMER honey in the near future.



THE SOMMER NEWSLETTER

Appears more often than
you think

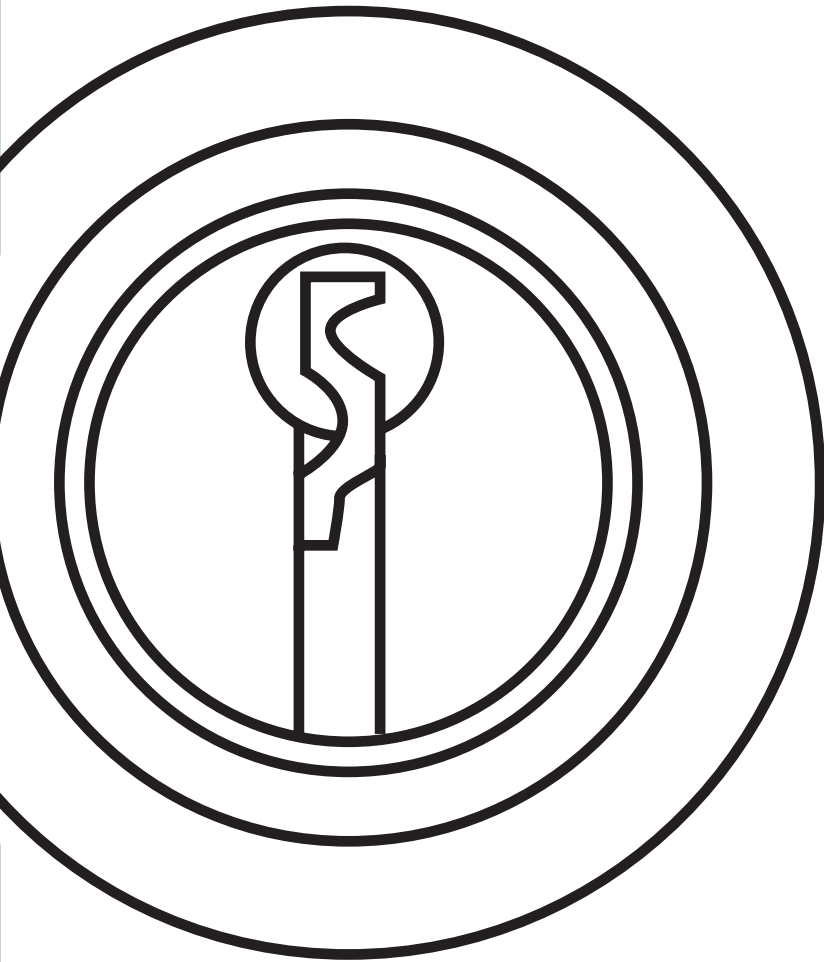
For anyone who finds that the SOMMER-ZEITung is not enough to stay abreast of the latest developments in the world of the SOMMER Group, we can highly recommend our newsletter.

Every month, it offers interesting news, innovations and offers from the world of SOMMER. It is not only a quick and easy way to find out about upcoming training courses and trade fairs; each edition also contains information on specific products from our range. This ensures that you are always up to date and able to offer your customers optimum advice.

Simply register at:
<https://www.sommer.eu/en/newsletter.html>



Go to registration
for the SOMMER
newsletter



DOORS FOR EVERYONE

The new door models from Groke offer practical functions for everyday use. Doors for barrier-free access or doors with an opening limiter; guaranteed to stop anyone in their tracks.

DOORS GALORE

Everyone wants in

The new door models from Groke cover a wide range of applications. In addition to swing gate operators, there are doors with an integrated LED lamp.



Getting a grant when buying a door

The KfW-Bank offers numerous grant and credit options for home renovations. However, as it is possible to obtain funding for an individual construction measure, these offers are also of interest to buyers of one of our house doors.

You can find information on the individual financing options on pages 44 and 45.





MODEL ENTRAgo

Swing gate operator for a barrier-free home

Our ENTRAgO model comes with a concealed swing gate operator. This operator allows automatic opening of the door up to an angle of 105°.

The swing gate operator can be controlled and unlocked via a radio transmitter, a motion sensor or a biometric access control system. This makes the ENTRAgO particularly suitable for homes which require barrier-free access.

Although it has a very flat threshold with the minimum design height of only 2 mm, it nevertheless offers extremely good thermal insulation. This is confirmed by the classification of the ENTRAgO door range in accordance with DIN EN 16005 "Low energy."

A barrier-free home is not only essential for those in wheelchairs. It also helps older persons. Problems which may occur, particularly with opening and closing doors, are solved with the help of the ENTRAgO model.

General information

- Concealed leaf frame on both sides
- GT 90 Arcade
- DIN left
- Exterior 6008 fine texture + rock fleece
interior 9016 fine texture
- Surface-mounted hinges
- Satinato
- 3-point deadlocked latchbolt with A-opener
function



This video
explains the
recessed seal.



General information

- Concealed leaf frame on both sides
- GT 90 Symphonie
- DIN left
- DB 703 fine texture
- Surface-mounted hinges
- 3-point deadlocked latchbolt with A-opener function
- Rotary doorknob on the inside

MODEL ENTRALimit

For those who prefer
a soft touch

The ENTRALimit from Groke has an opening limiter which ensures that the door closes very gently.

The model is available in a version with hold-open unit or with an additional soft-close function. The latter prevents the door slamming and is therefore particularly gentle on the fittings. A maximum opening angle of 115° also protects the door against contact with adjacent objects.

From an opening angle of 45° upwards, the door automatically recoils and stops via a degressive braking function. The locking mechanism is installed in a concealed position and does not detract from the appearance of the door.

Doors in the ENTRALimit series are unlocked using our ENTRAcodes system. Like the ENTRAsys, the ENTRAcodes can be operated via radio remote control. Instead of a fingerprint, the ENTRAcodes is unlocked by entering a numeric code consisting of 4-8 digits.



This video shows
the function of
the door opening
limiter.



MODEL ENTRALight

Seeing and being seen

One of the first things you notice about the ENTRALight is that it has a recessed handle instead of a push/pull handle. The integrated LEDs in the recessed handle mean the door is easy to see even in poor light.

The door also has a digital peephole. Its colour "1.3-megapixel" wide-angle lens covers a broad area around the front door. The image can be monitored from the inside via a 3.5" LCD colour monitor. Together with the camera, the monitor offers a clear image even in bad weather conditions.

General information

- Closed infill
- Concealed leaf frame on both sides
- GT 95 Arcade
- DIN right
- 8077 fine texture
- Roller hinges
- 3-point deadlocked latchbolt with A-opener function



MODEL CORIAN

Well protected with Corian

Corian is an environmentally friendly and recyclable material. It consists of two-thirds acrylic resin and one-third natural minerals. This combination gives it a pore-free, smooth look and makes it more hygienic than other door surfaces.

But what is sometimes of most interest to customers is the fact that Corian offers almost unlimited design options.

General information

- Concealed leaf frame on both sides
- GT 90 Arcade
- DIN right
- Concealed hinges
- Clear glass
- Exterior Corian interior Natural oak, genuine wood
- 3-point deadlocked latchbolt with A-opener function
- No key rosette



MODEL MONOLITH

Rock-solid against the elements

This door model has a covering of rock fleece made from a thin natural stone veneer on fibreglass carrier material. The surface has an additional polyester resin coating which makes it even more impervious to the elements.

And so that customers can enjoy their doors for as long as possible, the rock fleece is sealed with a 2K coating. This impregnates it and offers protection against climatic influences such as UV radiation and moisture.

An additional feature is power supply via the door hinge, replacing the cable junction. Energy is transferred via spring contacts which close the circuit when they touch the axle pin on the frame and the leaf side.

General information

- Concealed leaf frame on both sides
- GT 90 Arcade
- DIN left
- DB 703 fine texture
- 3-point deadlocked latchbolt with A-opener function
- Satinato with pattern



FUNDING PROGRAMMES

Financial aid for installation of a house door

A lot of money can be saved by applying for investment grants or loans when carrying out energy-efficient renovation of a house or individual energy-saving measures. In Germany, the KfW-Bank is an important source of funding for such refurbishment work and offers various subsidies for the installation of new house doors.

You can apply for an investment grant or finance the installation of your house door via a loan. Which type of financial aid is best will depend on the individual circumstances.

But it is good to note that the KfW-Bank also supports individual construction measures – in this case, the installation of a new house door.



More information
on the funding
programmes

Living comfort and protection against break-ins



- Credit variant 159: Age-appropriate home improvements
- Grant 455-B: Providing barrier-free access
- Grant 455-E: Break-in protection

Anyone who wants to make their home barrier-free for wheelchair users or elderly persons can apply for financial aid from the KfW-Bank. It is also possible to obtain financial aid for the installation of a house door which is secure against break-ins.

You can choose between the grant programmes "Providing barrier-free access" (No. 455-B), "Break-in protection" (No. 455-E) or a loan for "Age-appropriate home improvements" (No. 159).

A maximum of 50,000 euros is available for construction measures aimed at providing break-in protection and barrier-free access.

The programme "Providing barrier-free access" offers a grant of 10% for individual measures. Applications can be filed from a minimum investment of 2,000 euros. In order to receive a grant, the house door installed must meet the minimum requirements of the KfW-Bank. For example, it must be at least 0.90 m wide and require little effort for operation. The latter requirement in particular is no problem for Groke's ENTRAgO door range with integrated swing gate operator.

To qualify for a grant for protection against break-ins, on the other hand, you have to install a standardised house door of resistance class R2.

Energy-efficient renovation



- Loan 151/152: Energy-efficient renovation
- Grant 430: Energy-efficient renovation

The KfW offers financial assistance with the installation of well-insulated house doors under the "Energy-efficient renovation" programme. Assistance can be applied for in the form of an investment grant (No. 430) or a loan (No. 151 and No. 152).

To qualify for a grant for the installation of a new house door, the door must have a U_d value of at least $1.3 \text{ m}^2 \cdot \text{K/W}$.

The bank offers a grant of 10% of the investment sum. The investment sum must be at least 300 euros and must not exceed 5,000 euros.

Alternatively, you can finance the installation of a thermally insulated house door via a loan. Here, the bank offers up to 50,000 euros for individual measures and a repayment bonus of 7.5% of the contractual amount following completion of the construction project.



Tested safety

Opportunistic burglars use screwdrivers, pliers and wedges to break into the closed and locked component within 3 minutes. Doors of resistance class RC2 offer protection against forced entry for this time. Groke doors meet this requirement.



KfW

The KfW (Kreditanstalt für Wiederaufbau) is a development bank based in Frankfurt am Main. It works together with the state development institutes on funding measures.





CONGRATULATIONS!

DOCO has cause for celebration. As our subsidiary, it can not only announce new products in this edition, but also report on the successful optimisation of the production process and employee training courses.

ANNIVERSARY CELEBRATIONS FOR OUR EMPLOYEES

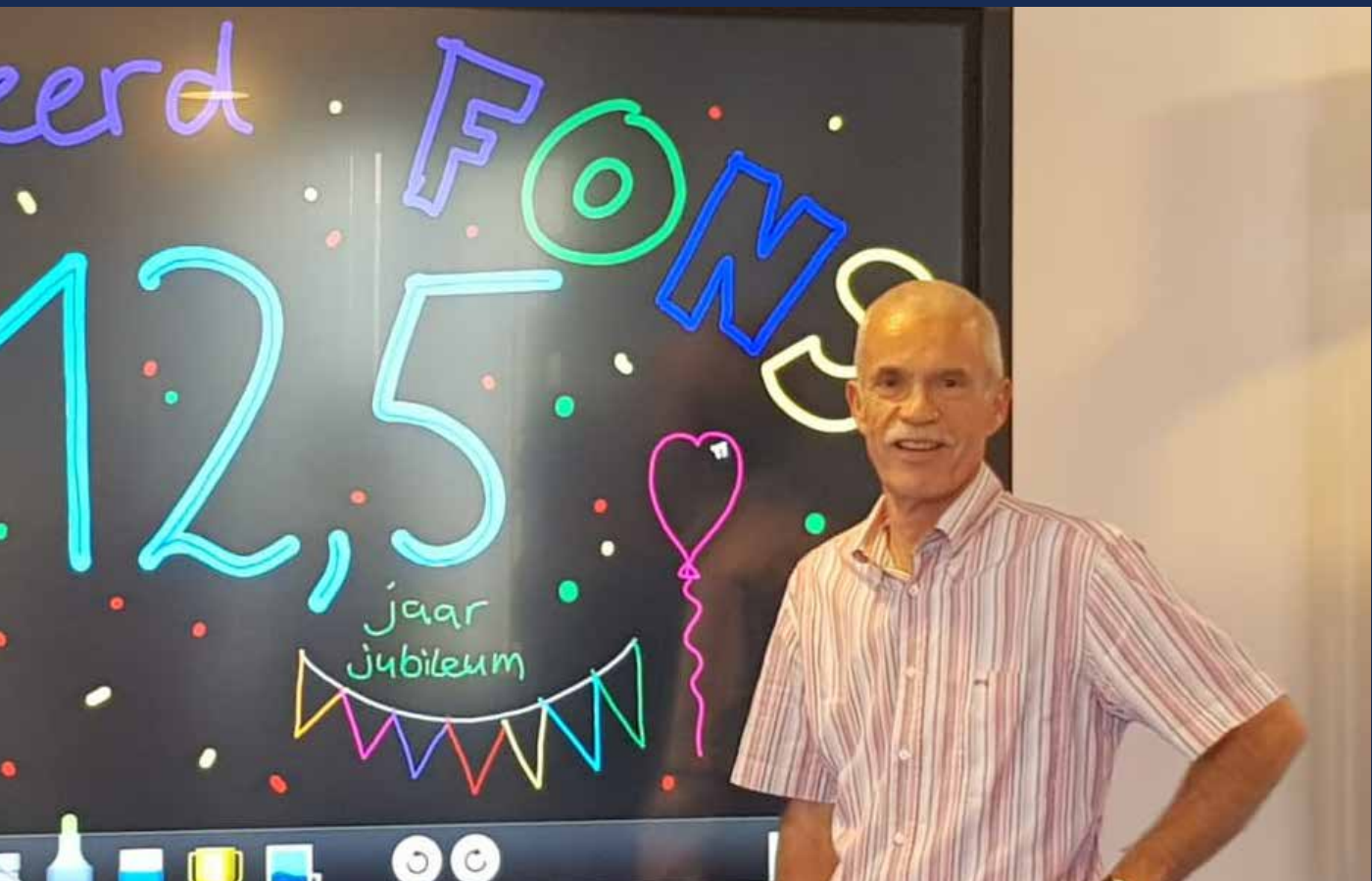
A thank-you for long-standing loyalty

Not long ago, we had the honour of celebrating Patrick de Vos' 25 years of service with DOCO International. On 21 February 1994, with great enthusiasm, Patrick started work as an order picker in our warehouse in the Netherlands. In 2010, he was promoted to Logistics Supervisor, a job he still carries out with great dedication. We would like to thank him for his 25 years of service and his enthusiasm for his work at DOCO.

We would also like to congratulate Fons Nijssen and Monier Elhani on their 12.5-year anniversary at DOCO. Monier began his career in Customer Support and has been Operations Manager since 2010. In his early days with the company, Fons moved from Purchaser to Product Manager, where he now focuses on the phase-out management for various products and product groups.

Thank you for being such invaluable members of our team. We look forward to working together with you successfully for many years to come!





FULL-GLAZING PROFILE

More natural light in the garage

Transparent garage door panels increase the amount of natural light inside the garage and generate a more intensive feeling of warmth which is healthier than an electrical light source. At the same time, the glass creates the impression of more space. And the design of the full-vision doors fits in with a wide range of architectural styles.

DOCO offers profiles and seals with which full-vision doors can be created. The current range comprises EPCO- and Italpanelli-specific upper and lower profiles. These are used in combination with pre-milled side and intermediate profiles (for 500 and 610 mm panes) to create a full-vision panel frame measuring up to 7,000 mm.

Depending on the engagement profile selected, single or double glazing can be used. Seals of three different types keep rain and wind away and ensure that the inside of the garage remains warm. These full-vision panels can be used in combination with finger-safe panels from EPCO and Italpanelli.





All products listed are on stock and ready for dispatch. We also offer complete glazing profiles for industrial doors. If you would like specialist advice or simply want to find out more about our products, please contact your local sales team.

PRESENTATION OF OUR WICKET DOOR

HOME-X with wicket door and SOMMER operator

Our walk-through door is finally ready for dispatch. Following months of development work, fine-tuning and reviewing customer feedback, we are now ready to send out our first complete range of walk-through doors.

We installed one in our showroom to help our customers understand and experience our innovative walk-through door. This allows our sales teams to present them to customers.

The door is fitted in a HOME-X door with a SOMMER operator and is equipped with all accessories, including SOMMER safety contact and high-quality Groke seal.

And after setting up the walk-through door in record time in our showroom, it was time to present our latest innovation. Our marketing team had devised a very special introduction for all employees. We ordered pizza, in honour of International Pizza Day. This gave employees time to chat and examine all aspects of our latest innovation while enjoying their pizza.

Feel free to visit us at our headquarters in Sittard if you would like to find out more or view one of our other systems.





OPTIMISATION OF THE PRODUCTION PROCESS

From three to one hundred door hardware a day

Real-time monitoring

To achieve this, we introduced the Soft Floor Control software from Exact. Production personnel now receive work instructions via computer screens in the work area in order to monitor progress and record the processing of jobs. If anything changes during this process, the screen is refreshed in real time, making the information visible to all employees. This significantly reduces the probability of errors during the production process.

Quality check

In order to make the entire process transparent, both for ourselves and our customers, the contents of every box are photographed with a high-resolution camera prior to dispatch. Moreover, all components are recorded digitally during the order picking process. These documents are automatically linked to the corresponding order. This allows us to monitor the quality of our production process and make improvements where necessary. "This also influences the perception of our brand. Our customers praise us for our precision."

Growth in efficiency, turnover and brand experience

Until recently, DOCO International produced only three door hardware a day. Jobs were printed out and taken to the production area. "However, when we started manufacturing a hundred door hardware per day, there were just too many orders," says Monier, Operations Manager. "We began to analyse our production process and decided that we need to concentrate on automation and quality control."

From three to one hundred door hardware a day

Automation gave us even better insight into the overall process and boosted our efficiency. The customer experience was improved, for example through quality assurance by means of a photographic system, digital measurement and "LED to LED." With the same lead time of five days, production increased from three to one hundred door hardware a day within one year. In this way, we can deliver made-to-measure door hardware with even greater efficiency.

Major gains in efficiency

As soon as it became possible to select collective orders, we did so.

To reduce the increased error quota resulting from the higher production speed, we developed our own "LED to LED" system. It works with the help of an intelligent barcode scanner which shows the picker exactly which product order picking has to be carried out for. An LED strip integrated into the warehouse shelving indicates the correct product and then the corresponding order box. In this way, the order picker can process up to eight jobs simultaneously. "This is the standard WMS functionality from Exact. We simply made it more intelligent," says Monier. "Thanks to this visual aid, the order picking process is virtually error-free and four times faster than before."







THROUGH THE EYES OF THE CUSTOMER

Further training for our customer service managers

Customer service plays a decisive role in our company. The employees in this department are the face of DOCO. They are the people who represent us and establish quality relationships with our customers.

Their work revolves around customer experience, interaction with our customers and the DOCO values. We want to take this experience to the next level.

We could have given a presentation or showed our employees an inspiring video, but instead, we had the whole customer service team create their own HOME system. With help from and under the supervision of our technical support department, every team member took part in a product expertise training course in our showroom.

The idea was to expand existing, text-based product knowledge with practical product expertise and know-how. This allows us to offer our customers even better service.





