



# REPORTER

NEWS FROM LTL ENGINEERING LTD AND LTL PROCESS CONTROLS LTD

Winter 2005

## TABINFO exhibition success for LTL

*-last minute decision to attend pays off*

After what was a 'last minute' decision to attend the TABINFO exhibition in Kuala Lumpur, the company has confirmed it was the right move. Not only was the stand visited by major manufacturers including BAT, Lakson Tobacco and Philip Morris, but LTL's presence underlined recent expansion into the Asian market.

Both LTL companies were represented, LTL Engineering Ltd. and LTL Process Controls Ltd. LTL Engineering displayed information on its complete product range including its latest development - the CR120 tobacco reclaimer MKII (for more details on the CR120 see story below).

LTL Process Controls presented its new literature which outlined its approach to complete process control. As a company that is independent from any single process solutions provider, LTL Process Controls is equally skilled whether working on systems involving Siemens, Allen Bradley or other process control platforms.

Paul Lawton-Bryant, Managing Director, LTL Engineering, commented on the exhibition; "We are seeing a significant rise in interest in Asian markets and currently are in major talks regarding our equipment in China. Our attendance of TABINFO allowed us to meet existing and prospective customers in the region and discuss the ways in which we can assist our customers to improve their primary process and achieve better efficiency and yields."



*Above: The LTL stand at Tabinfo prior to opening for business.*

*Top: Interest in LTL products was high amongst visitors.*

*Inset: Paul Lawton-Bryant, Managing Director, LTL Engineering Ltd.*

*LTL CR120  
Tobacco Reclaimer*



## Cigarette & Cigar Reclaim

*- with lower costs and higher efficiency*

A further development of its proven cigarette and cigar reclaim technology has been launched by LTL Engineering Ltd. that will provide ease of operation combined with reduced costs and higher efficiency.

As a 'stand-alone' system, LTL's Tobacco Reclaimer (CR120) MKII provides an effective option for reclaiming cut tobacco - without the need for an engineered installation. Simply position the unit, provide a power supply, and

the CR120 is ready to reclaim cut tobacco from 120kg of waste cigarettes or cigars and rod break-out every hour.

- High efficiency
- Suitable for both waste cigarettes and cigars
- Proven, reliable operation
- Self-contained, simple to install
- Easy maintenance and cleaning
- Viable alternative to more complex systems

## Welcome to the LTL Reporter

I would like to welcome you to our periodic update on news and information from LTL Engineering Ltd. and LTL Process Controls Ltd.

In addition to our new website, [www.ltl-eng.com](http://www.ltl-eng.com), I hope this newsletter gives you a valuable insight into the very real progress we are making in helping our customers to improve their primary process.

Our commitment to increase our customers' efficiency, yield, and ultimately profitability, remains constant and our ability to deliver this comes through innovative products and an understanding of the complexities involved.

I'd welcome any comments you may have on either our newsletter or the website - if you are an existing customer there is a facility to tailor a protected area of the website to suit your own information needs - see story on page 3.



Paul Lawton-Bryant,  
Managing Director,  
LTL Engineering Ltd.

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## The start of a new Day...

As part of the aim to increase its face-to-face interaction with both existing and prospective customers, LTL Engineering Ltd. has announced a new staff position.

Trevor Day, who has senior installation expertise, is taking an external sales and customer liaison role as Sales Engineer. His background includes over 14 years in the industry with time spent at both Dickinson Legg and International Tobacco Machinery Ltd. Trevor has experience in all aspects of the primary process and installations from concept to commissioning

Commenting on Trevor's new role Paul Lawton-Bryant, Managing Director of LTL, said; "While we provide a very technical service, our business is still based on our good relationships with people - both existing and potential customers. Therefore as the business grows it is vital to increase the team which has first hand interface with our customers and guides them to get the most from our products and expertise."

*Trevor Day: "Good Relationships..."*



## Quality Assured

*-LTL set to achieve recognition for its engineering services*

LTL Engineering Ltd is on-course to achieve the internationally recognised quality standard ISO 9001:2000 and is expected to gain certification early next year. The route to achieving ISO 9001:2000 recognition has been a major investment for LTL, requiring the development of a far-reaching quality system.

As Paul Lawton-Bryant, Managing Director of LTL, explains; "While our customers have always come to expect a high level of innovation and engineering integrity, this quality assurance system will ensure that it is delivered in a documented, consistent and accountable way."

"LTL is expanding both its customer base and the scale of the projects it undertakes. As we

move into new markets, such as Africa, China and the Asian Subcontinents, the role of quality accreditation becomes vital in allowing us to fully satisfy both facilities and quality assurance requirements that are increasingly a factor in larger tenders," he added.

To assist in its work towards ISO 9001:2000 LTL has used the services of consultants Penarth Management, whose Principal, Naunton Liles, said; "All the team at LTL are enthusiastic about the Quality Management System as they see the benefit of good systems and consistency in the way work is executed. We are confident they will be successfully accredited following the forthcoming assessment by BSI."

## Major extension to standard contract terms

A change to its customer contract terms has been announced by LTL Engineering Ltd. They will provide a full 24 month warranty as standard, based on a single shift, for all equipment supplied.

The move creates what is believed to be one of the longest standard warranties in the industry and has been introduced to offset recent price increases in LTL's machinery brought about by the rising cost of raw materials, especially stainless steel.

Paul Lawton-Bryant, Managing Director of LTL, said; "It is with reluctance that we have had to pass on some of the recent material price increases, so we were keen to look at ways of increasing value to our customers. The new 'extended warranty' shows the ways we are looking after our customers through full support and after-sales services."

"We have only been able to make this move thanks to outstanding reliability in our own equipment which has resulted in very few

warranty claims, but the extended warranty does provide 'peace of mind' for what can be large items of expenditure," he added.

LTL has had equipment running in continuous operation for over 8 years in some installations and its range covers almost all aspects of the primary process from bale slicers, case tippers and conveyors through to rotary feeders. The company also refurbishes equipment and supplies a full range of spare parts.

# Designed to be different

*Andy Proverbs  
explains how  
LTL Engineering Ltd's  
innovative approach is  
helping them win  
new customers.*



## - the LTL Approach

"At LTL we are proud to be different. Through our products, service and lateral thinking we choose to differentiate ourselves from others in the sector by adopting an approach to the primary process which is far from the 'industry norm'.

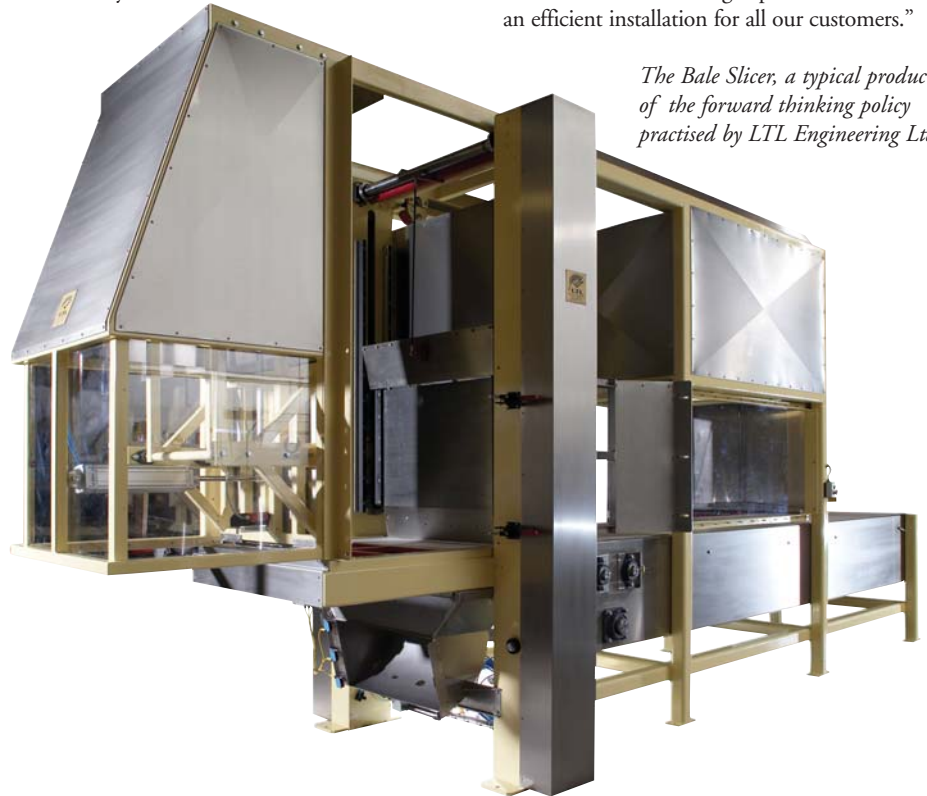
We are spearheading a 'scientific approach' to innovative equipment design and manufacture. This unique concept focuses on each and every area of the process which makes a contribution to increased quality and yield. We believe in looking further than one single piece of equipment and considering a project as whole, rather than fragmented parts. In this way we ensure each customer receives a tailored solution that fits with their whole process system. This approach has gained our company the reputation for designing, building and supplying leading solutions for the primary process, working alongside some of the world's leading manufacturers.

### CUSTOMER SERVICE

Everyone at LTL is a firm believer in strong customer service and we believe it sets us apart from others in the sector. Although our expertise lie in technical and mechanical engineering, we base our business on good relationships with our customers. From the initial installation through to offering a

personalised online customer support facility, we ensure that customers get the best from our products, suggesting adjustments and upgrades where we feel it will genuinely improve a customer's system.

Our unique approach is strengthened by our focus on innovation and design excellence, utilising state-of-the-art design techniques such as 3D modelling software with high-performance materials, we ensure a high-speed build time and an efficient installation for all our customers."

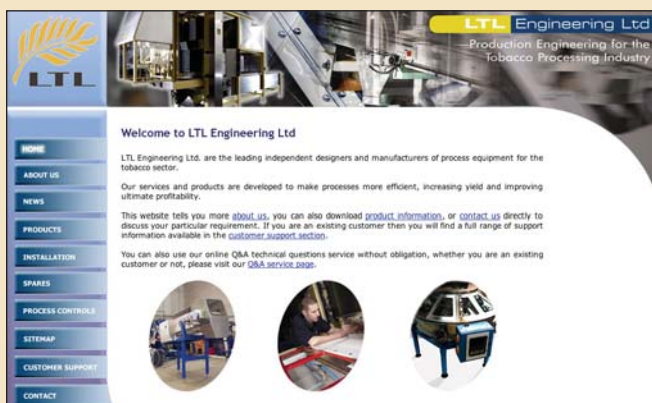


*The Bale Slicer, a typical product of the forward thinking policy practised by LTL Engineering Ltd.*

## Customer support - it's YOUR website

As part of our new website we have decided to create a dedicated customer support section that will allow us to tailor information based on your requirements and to ensure that it can only be accessed by authorised personnel within your company.

It has been designed to be developed on an ongoing basis to help you get the most from LTL.



Each customer's own support section will be unique, secure and fully password protected - we can even provide different security options within the same customer company, for access to different types of information.

We want your customer support section to be a useful resource for key information and therefore will work with you to agree the type of information and services you want to see.

Typically this could include:

- Manuals and technical information
- FAQs relevant to your equipment
- Training and operational suggestions
- Upgrade information
- Spares lists
- Commercial information

To get started, simply use the log-in to register to use the customer support section and we'll contact you to discuss the type of information we can provide.

Visit: [www.ltl-eng.com](http://www.ltl-eng.com)

# Taking control

*- LTL's recently launched process controls company completes major project*

LTL Process Controls Ltd, an independent 'sister' company to LTL Engineering Ltd, has already shown its capabilities in the marketplace - following the completion of a fully integrated control system combining both new and existing equipment for a complete primary department.

The project illustrates how LTL Process Controls' independent status allows it to operate on different platforms and across machine types while still benefiting from LTL's overall background and extensive knowledge of the primary process.

This relatively new company continues and expands the level of process control work handled by LTL and benefits from new company directors, Ron Barksfield and Dave Kittridge, plus the establishment of a dedicated infrastructure.

## NETWORKED SYSTEMS

LTL Process Controls handles work from refurbishment up to full new systems with MIS and SCADA interfaces. Typical projects will involve control equipment for conditioning, drying, weighing, and proportioning as well as networked systems.



Director Ron Barksfield (left) considers why manufacturers are turning to LTL Process Controls rather than their competitors:

"While there are many alternative routes when

looking for process controls expertise it is often difficult to find a company capable of looking after smaller requirements, while still having the overall expertise and resources to tackle a full plant-wide system.

While some equipment suppliers either have their own or recommended partners you need to consider that they have a vested interest in only supplying their product rather than

*"...a company capable of looking after smaller requirements, while still having the overall expertise and resources to tackle a full plant-wide system"*

considering the total system. They will also probably have mainly mechanical engineering skills rather than electrical engineering, electronics and process knowledge.

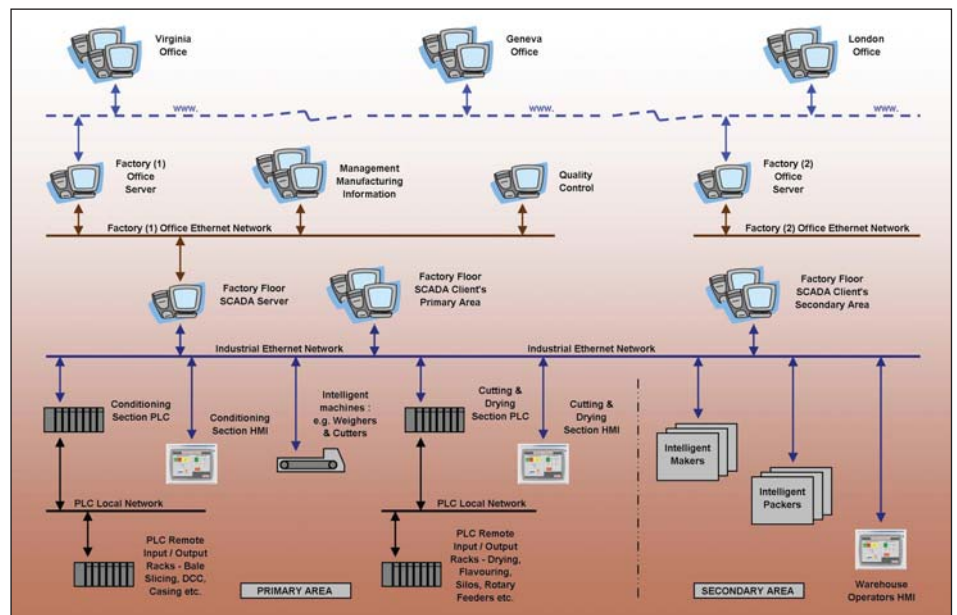
At the other end of the scale there are several 'pure' process control companies designing and implementing process control systems across a wide range of diverse applications. While their solutions can and do work, they often require a very high level interaction from the end client, such as in-house programming teams. They will also lack a full understanding of the complexities of tobacco processing, which must be one of the most complex and demanding.

Unlike many other processes tobacco lacks the same standard of input materials, i.e. incoming tobacco & flavours will change and compromise the ability to match brands.

## INDEPENDENT

LTL Process Controls Ltd. is a different option - it is independent from LTL Engineering, but can obviously work in conjunction with its 'sister company' when appropriate. Importantly it is independent from any single process solutions provider and is equally skilled whether working on systems involving Siemens, Alan Bradley or other process control platforms.

While automation may have reached its peak within the industry, process control still has a long way to go. So whether the requirement is for a complex global information system, a way of improving profitability in older plants, control of vast new plants or the ability to switch effectively from brand to brand, the answer is yes - LTL Process Controls can do all this and more."



*Schematic diagram showing how a typical LTL Process Controls solution can give you control of your primary process*

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