

PRODUCT FLASH!

Integration software

CommIT Logistics Operating System

QUALITY ASSURANCE HAS BECOME A TANGIBLE REALITY

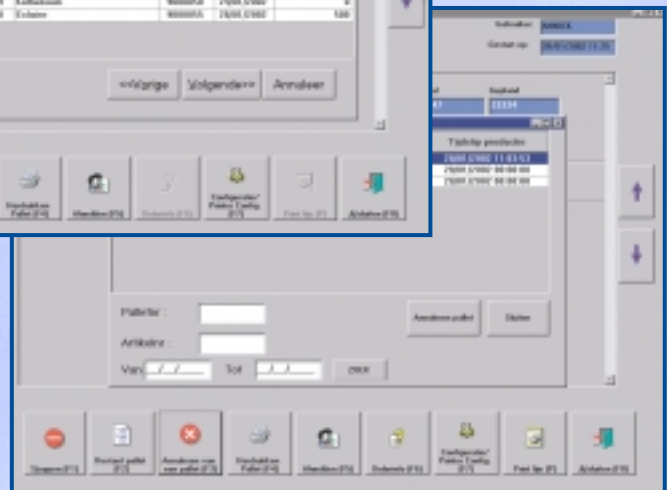
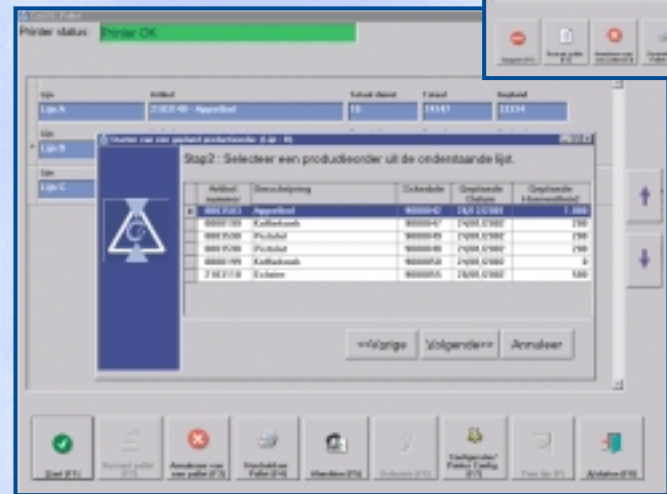
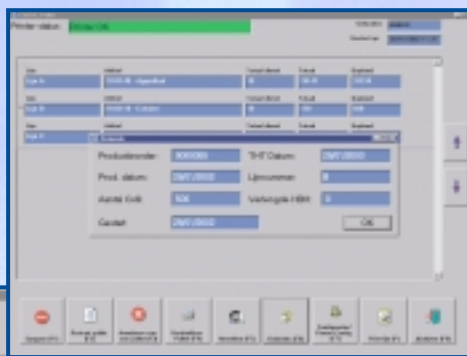
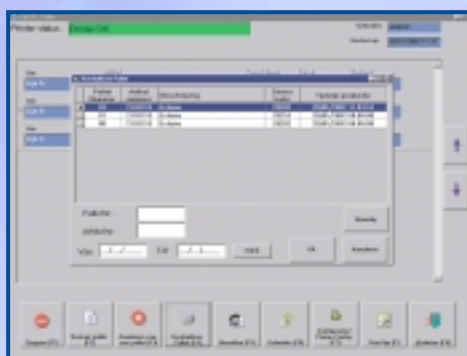
The authorities are revamping their inspection services and working on the development of traceability. Manufacturers are implementing a brand policy that is based on quality. The major retailing chains are working on the international harmonisation of the rules applied for auditing their suppliers. You are well aware of the terms used in the food industry: HACCP, BRC, ISO9000 etc.

Who is dealing with the solutions? How can they be improved? Traceability solutions via total integrated identification solutions. These solutions are an important link in the identification process that underlies traceability and automation in supply logistics.

... CoLOS®_PALLET

In addition to CoLOS®_TRACE, CoLOS®_WMS and Kid CoLOS®, CoLOS®_PALLET is an important link in the identification process that is the foundation for traceability and automation in the distribution industry.

CoLOS®_PALLET is a software module consisting of the entire CoLOS®_TRACE traceability package. This particular module is responsible for the identification of pallets. With the necessary functionalities and interfaces to palettisers, wrapping machines, scanners, ERP software, PLC networks and others, CoLOS®_PALLET is a complete, open and standard software solution for automatic pallet labelling.



Hardware & software through 1 partner;

Where others seek,
we have already found



Astra Sweets

BRC standard places automatic monitoring under the spotlight

Astra Sweets is the manufacturer of high-quality confectionery and has production facilities in Turnhout, Breda (Astra Faam) and Harlingen (Astra Frisia). Established in 1924 as a gingerbread factory, Astra Sweets has developed into an ultra-modern producer of confectionery (gums, drops, pastilles, etc.), equipped with specialised production and packing machinery.

As a result of the constantly growing pressure from the marketplace - with the imposition of quality standards such as BRC, HACCP, ISO, etc. - traceability has come increasingly under the spotlight.

So at the beginning of the new century, Astra Sweets took the conscious decision to automate its production departments.

In January 2001 the company was awarded its BRC (British Retail Consortium) certificate.

Customers today demand increasing guarantees in the area of safety and liability.

This re-organisation has had an enormous impact on the structure of

the product: Checks on incoming raw materials and additives, monitoring the product flow and the quality department is being expanded further...

This certificate is proof of the very strict



hygiene regulations and quality standards applied and also makes it easier to distribute the company's products in the Benelux and many export countries (Great Britain, the Netherlands, Germany, France, North America, Ireland, Scandinavia, Spain, etc.).

According to Alois Beyers of Astra Sweets, the impact of automation along these lines can be seen clearly through the greater involvement of employees in striving to achieve a higher level of quality.

"There is a strong sense of improvement and feedback has increased dramatically," says Alois Beyers.

The various departments are working more closely together, which has strengthened the level of internal communication. In brief, there is an increasing sense of striving towards quality within the corporate culture and this has created a clear-cut structure within the company.

Astra Sweets has hardly seen any change in its customer base. In fact, they now have clear evidence that this particular supplier takes the quality of its end-products very seriously indeed.

In 2001 CoLOS®_TRACE became part of this quality system at Astra Sweets to improve traceability.

For further information, please call +32(0)3-633 99 99



Agenda

- **25 years EAN Belgium - Luxembourg:** Brussels, 21st March 2002
- **Codexpo - Scantec 2002:** Paris, 26th to 28th March 2002

Dear CommIT Friend

Dear Partner

CommIT would like to wish you and your team a healthy and successful 2002!!!

2001 was a year that saw some major advances in the history of CommIT:

1. Looking back over seven years of expansion, we took stock of our clients' satisfaction levels via a survey.

This Newline features some of the results from the survey conducted by our marketing executive, Bieke D'Exelle. The results are most interesting and are being used as part of our learning process for becoming the ideal business partner to work with you, our staff and anyone else.

At the same time, the results are very satisfying: "CommIT can consider itself fortunate to have a well-stocked customer base - both nationally and internationally - and to have clients that are happy to have CommIT as a business partner."

2. 2001 was also a preparatory year for the next stage in CommIT's mission: the active internationalisation of the company's integration business and software products.

Our traceability products, especially CoLOS®_TRACE and CoLOS®_WMS, have been prepared at a faster rate for a new dimension.

CommIT also began active steps to set up an international network. This will be a VAR (Value Added Reseller) network that handles the distribution for software products under the CoLOS® brandname.

The aims are to achieve the European integration of traceability solutions, international support and expansion across the world.

We will keep you informed of the various partnership agreements signed as part of this network.

Yours truly,

Serge Joris



CommIT newsl ine

In this issue:

96% of our customers are satisfied with CommIT •

Used product webpage! •

Case Study: •

BRC standard placed automatic monitoring under the spotlight

CommIT NEWS

CommIT scores well in satisfaction survey!

"Service has always been a strong point" is just one of the spontaneous comments made during our October survey. The survey was conducted with a representative group of our Dutch-speaking business contacts.

We would like to take this opportunity to thank everyone who took part in our satisfaction survey.

The exceptionally high rate of response to our survey has enabled us to improve not only our customer satisfaction and service, but also yours.

So we are delighted to let you have a look at the results.

What did respondents think about our products and service? To what extent are they satisfied?

We asked about the quality of the response time, professionalism, products, 'Customer Satisfaction Programme', etc.

Our conclusions

92% satisfaction with our response time.

By response time we mean the time that elapses before **CommIT** responds to the customer's enquiry.

According to the vast majority (83%) of respondents, we respond within 2 working days. In 25% of cases, our response time was less than 1 working day.

A response time of less than 2 working days was considered as 'normal' by 79% of respondents.

We scored very well in the area on 'professionalism'.

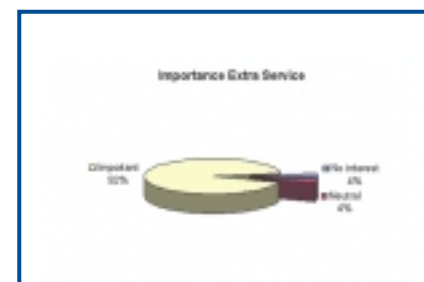
96% of respondents find our staff professional.

Of these, 90.4% were of the opinion that they were approached in a pleasant manner.

84% attach a great deal of importance to additional services.

To safeguard the optimisation of quality, price and customer service, **CommIT** uses a 'Customer Satisfaction Programme' in the form of a preventive after-sales plan.

As part of this programme, you receive a visit from one of our technical or sales staff, who will analyse your **CommIT** identification application(s) and advise and support you in improving quality.



94% of respondents who have already experienced this additional service view it very positively.

Only 4% felt 'neutral' about it. The results also indicated that these respondents attach no importance to this type of service.

Our improvements

Clearly defined contact persons

To raise the efficiency of the way we communicate, we would like to identify your contact persons clearly so that you know immediately who to contact for additional assistance.

Your contact persons

For sales enquiries:

Serge Joris and Luc Meers

For technical questions:

Bob Bols

For remarks about our service:

Bieke D'Exelle

Support via the website

For a fast answer to most of your technical questions, you can visit our website at <http://www.commit.be/support.html>

All you'll have to do is to fill in the form and click on the 'Send' button.

Your question will be considered internally and our technical department will contact you soon.

Personal contact during first delivery

When buying and installing an industrial printer, CoLOS® software and other **CommIT** products, there appears to be a need for an expert to be present to provide a word of explanation. From now on, our staff will make more time free to provide personal supervision for the initial delivery and installation. All you have to do is make an appointment.

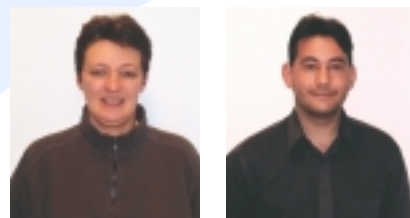
A receptive ear...

To stay up to date with the ins and outs of what is going on at our clients, this survey will be conducted on a regular basis.

In the meantime, you are welcome to make any comments you may have directly to Bieke D'Exelle or you can e-mail them to marketing@commit.be. It is our job to ensure you are satisfied and that you also stay that way.



The winner of the Flanders Holiday cheque is...
...Alois Beyers of Astra Sweets in Turnhout.



Welcome!

We extend a warm welcome to Annick Robberecht and Kevin Van Looy, who recently joined our software department.

TAGSYS is the new name for 'Gemplus Tag'

Same Organisation, Increased Resources

To intensify its strategic market-driven approach and to reinforce its leadership in the growing market of smart asset tracking, TAGSYS, formally known as Gemplus Tag, chose to part from a company essentially focused on smart card developments for telecommunications, financial services and e-business security.

World class' companies have invested in TAGSYS because they firmly believe in the success of this enterprise.

With headquarters in France and subsidiaries on 3 continents, TAGSYS has a number of R&D centres, a technical team of unrivalled experience and an outstanding track record of

technological innovation, including a most extensive patent portfolio within this area of technology.

With 15 years of experience in RFID design, TAGSYS is today the leading manufacturer of passive RFID (radio frequency identification) products and the only company in the world to provide complete RFID systems from chip design, tags and smart labels, readers and antennas, to application-specific scanners, compatible with TAGSYS chips and other leading chips on the market. TAGSYS has the widest product portfolio and its scanning devices are unique in their compatibility with TAGSYS chips and other major chips on the market.

Inventor of the first smart label operating at 13.56MHz, TAGSYS is today the undisputed leader at 13.56MHz and its technology is able to achieve an unequalled 100% tag read rate in industrial environments.



Used products at the CommIT website!

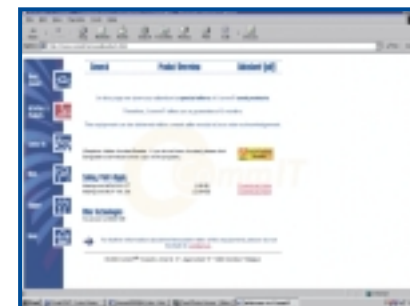
We would like to draw your attention to special offers for **CommIT** products.

CommIT has allocated an extra page at its website for these opportunities.

CommIT offers you a 3-month warranty.

The equipment can be delivered within one week of receiving your order acknowledgement.

Surf to our website <http://www.commit.be> and see the current offers for yourself.



Complete your faxback form NOW and ask us for the product literature you want!

Go mmIT

If the details shown above are out of date or inaccurate, please enter the correct details below and return to the fax number below.

Mr/Mrs/Ms

First name: _____ Last name: _____

Job title: _____

Address: _____

Postcode: _____ Town/City: _____

Telephone: _____ Fax: _____

E-mail: _____

Website: _____

REQUEST FOR INFO

If you would like to receive more information about **CommIT** products, please use this faxback form or visit our website at www.commit.be where you can view our extensive range.

YES, please send me more information about:

CoLOS®_PALLET

Other

CommIT nv

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