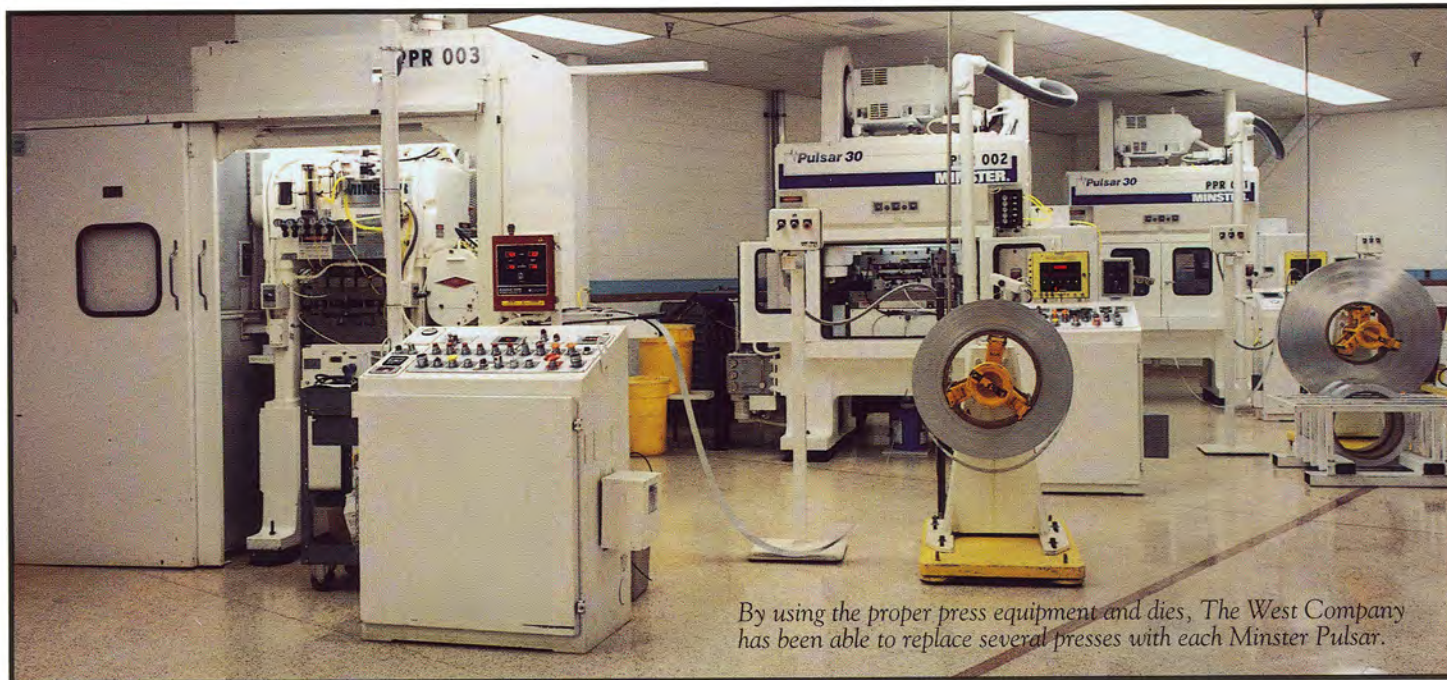


The West Company & Minster-- Capping the Pharmaceutical Industry.



Over the past four years, The West Company, Lionville, PA, made a conscious decision to utilize Minster in their conquest to remain at the top of the pharmaceutical closure industry.

“We wanted to use a dependable and reputable press that could offer many features without breaking our budget,” said Bill Conard, The West Company’s Senior Product and Tooling Engineer. “Upon researching other press manufacturers, there was only one real choice... Minster.”

The West Company, founded in 1923 by Herman O. West, Frank Mancill, Jesse Wike, and Norman Wiss, Jr., began manufacturing rubber products for the dental industry. The company’s first products included rubber grinding and polishing wheels; however, the company soon grew to include the manufacturing of droppers, plungers, and stoppers for the pharmaceutical industry. Today, The West Company manufactures packaging components, systems, and assemblies from various materials including elastomers, plastic, glass, and metal.

A major part of the company’s core business is in the manufacturing of stamping such as the

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aluminum foil safety seals that accompany the tops of many injectable drug products on the market today.

“Our product lines have evolved over the past 71 years,” says Conard, “but our work ethic and business philosophy have remained the same since the company was founded: to do the very best job and produce it as quickly as possible.”

The West Company has been able to achieve that goal through the help of Minster and one of their representatives in the Northeast, Pressmasters of Delaware Valley. “We’ve revolutionized our business in just the past several years,” explains Conard, “and with the additional features, both within and among the same tonnage and type of press (such as the Minster Pulsar), the intricate demands of the stamping for our pharmaceutical orders can be easily met.”



Today, with the company's Minster presses running at full capacity, 700 lb. coils are run continuously through an entire shift.

"I have to commend Minster on the reliability of their presses and the dependability of their service department. We've had very little downtime since we began using Minsters. Also, Pressmasters of Delaware Valley has been with us all the way providing the value-added service of assuring that the system was up and running. And when we have had a question or concern, someone, usually a specialist in the field in which we were inquiring, was always on the phone ready to help. A representative of Minsters service department has visited The West Company several times to ensure that everything is running properly. Every time he leaves, he shakes my hand and guarantees me that Minster will be there for the company should we ever need anything. In a time when handshakes and kind words don't mean a lot, I've always been able to depend on that handshake and promise. I know I always will."

"Before calling Minster, it seemed as though our presses were not rigid enough; an accurate die in an inaccurate press just couldn't get the job done in the most efficient means possible." Then Bill contacted Minster and everything improved.

"When we first talked with Pressmasters and Minster at the I.M.T.S. show they treated us like an old friend. They took the time to ask us all about our needs for the highly competitive pharmaceutical industry. They wanted to help us find the right press for the right part to be produced. Once that decision was made, they responded with overwhelming urgency. They helped us determine what would be best for us in all different types of situations."

Conard added that since that first phone call, the West Company's production has become more streamlined and standardized for each part and material thickness. "Now it doesn't matter which Minster press we run a job on ... they can all handle the job equally well." Minster's dependability has allowed The West Company's Quality Control and J.I.T. deliveries to go unsurpassed in the company's history. "With little downtime, demands for large and small orders are easily reached." Conard cited a time not too long ago when only a seventy lb. coil could be mounted on a single press.

The future looks bright for The West Company. Already the company has qualified for World Class Manufacturing Quality, an award not easily earned. "In addition, we plan to become ISO 9000 certified with our procedures soon," said Conard "We've been working real hard on them for over a year."

West also plans to continue their stay at the top of the pharmaceutical stamping industry. "With the support of Minster and the high quality stamping we produce, I know our partnership will continue to flourish."



The West Company supplies the pharmaceutical industry with closures such as these in a vast array of sizes and quantities.