SOFRASER
Pioneering viscometry since 1972

Success Story

OVERVIEW

- **CUSTOMER**: Cosmetics manufacturer well-established in the luxury goods industry, producing perfumes, cosmetics, and skin care products.
- **CHALLENGE**: Modify the skin care mixing process to reduce viscosity-linked non-conformity numbers and to establish control actions to prevent these non-conformities.
- **SOLUTION**: On-site installation of Sofraser's MIVI viscometers paired with 7000 electronics for each of the mixing tanks.
- **RESULTS**: Vastly improved mixing process with significant reduction of non-conformity levels while increasing production efficiency.

Viscosity Measurement Solution

The company belongs to a prestigious Group, designed to elevate a woman's presence with elegant fashion design matched with beautiful cosmetic palates, legendary perfumes, and superior skin care. Today, they utilize innovative technologies to create unique products that satisfy expectations of women around the world. They develop and produce revolutionary formulas in its conception center and research laboratory.

This company manufactures several hundreds of different facial creams, shower gels, make-up removers, and cleansers that range in viscosity from 100 to 200 000 cP. The production site mixes the ingredients in different industrial tanks; the production cycle lasts for six hours and has several critical viscosity operations.

"**We needed a simple and reliable system with real-time viscosity control** in order to identify exact, critical viscosity operations. In addition, identifying root causes of viscosity evolution in our process was crucial," says the Skincare Quality Products Process Manager. This in-depth viscosity study and decision-making process was both time and labor intensive.

Ultimately, Sofraser provided the solution with their MIVI viscometer. He adds, "The Sofraser MIVI proved to be the best-suited instrument, largely due to the electronic interface, for automatic control of our industrial mixing process. Sofraser representative aided consultation and installation. "We met several times in order to best configure the sensor mountings to the tanks. We were able to banish all dead zones and to avoid any cross-contamination."

Production Department Benefits

Since the installation of Sofraser's MIVI process viscometers, they saw immediate change in three areas: their non-conformity ratio improved by 30%, the ingredients' production management was upgraded, and the overall process duration was reduced. "The production impact is huge," says the Quality manager. "Now that the operator directly reacts to a root cause generating a bad viscosity value, blocked product volume is decreased, the time a tank is immobile is reduced, and ingredient loss is now insignificant."

While the Quality Department still works toward process optimization and generating automations in the mixing process, the satisfaction of instantaneous viscosity display solutions has a positive and far-reaching effect.

Commercial Impact

Reducing viscosity-linked downtimes realizes huge savings by avoiding breaks in the production / conditioning processes as well as erasing inventory shortages that generate direct sales losses. According to them, "The Sofraser solution is perfectly adapted to our mixing process, and I think it would be well-suited for additional company departments, especially cosmetics." In addition, he graciously recommends Sofraser's MIVI viscometer to the group with a worldwide presence and over 50 luxury brands, knowing that customers value quality products manufactured by the cosmetics industry.

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