

Improving customer satisfaction

Detecting defects in paper production



A large Canadian manufacturer of specialty and paperboard products.

Stadacona Mill is based in Quebec City, Canada. It's part of the White Birch Paper, a family-run company owning three paper mills in the region. Stadacona Mill produces more than 250,000 metric tons of high-quality newsprint, commercial paper, recycled kraft paper and paperboard products per year.



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DETECTING DARK DEFECTS ON WHITE GRADES OF PAPERBOARD

Stadacona Mill, part of White Birch Papers, is known for producing and shipping high quality newsprint, specialty and paperboard to customers across North America and the rest of the world. However, the team had begun to encounter dark defects on a white grade of paperboard, leading to complaints and rejects from a major customer.

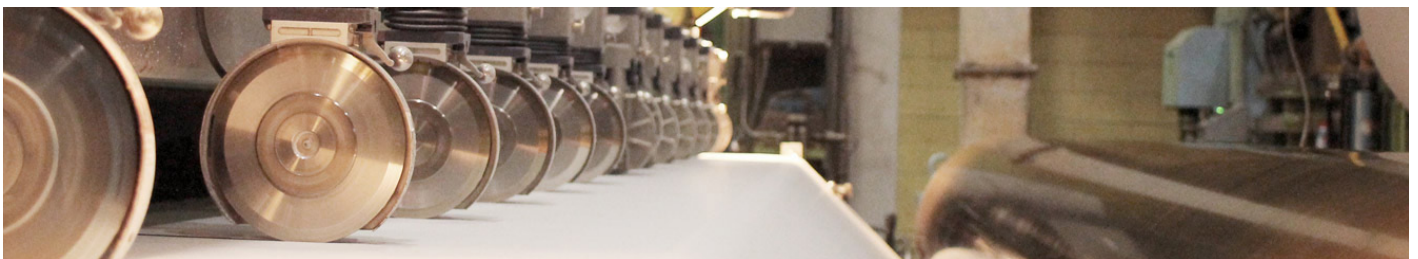
They immediately started looking for a new solution that could reliably detect dark defects, reduce claim rates and improve customer satisfaction.



A CUTTING-EDGE INSPECTION SOLUTION

Guy Trottier, Stadacona's General Manager Paperboard Products and Product Development Manager, reached out to the Surface Vision technical team for a reliable solution. The papermill already had a SmartAdvisor system installed on a different production line, so it made sense for Guy and the Stadacona team to opt for something that would complement this.

The Surface Vision team recommended the SmartAdvisor two-camera system with inspection mode. This versatile, easy-to-use vision system providing high-speed, multi-dimensional video monitoring and process analysis was fitted to the production line CM5 to identify the root cause of process upsets. The flexible, scalable solution works in harmony with Stadacona's existing Surface Vision SmartAdvisor and SmartView systems installed at the papermill.



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IMPROVED CUSTOMER SATISFACTION

The SmartAdvisor's two-camera system with inspection mode delivers reliable defect detection, statistical reports and maintenance notifications. And the results are impressive. Stadacona estimates that implementing SmartAdvisor has saved around \$500k in expenses, thanks to reduced customer complaints, paper loss and rejects.



"The AMETEK Surface Vision SmartAdvisor system with inspection mode is an incredibly useful tool for our operations and quality teams. We can now fully document the quality of our paperboard products, and refer to the production data whenever necessary.

By simultaneously improving production quality and reducing the number of complaints and related expenses, SmartAdvisor has generated a return on investment in a very short period of time. It has also strengthened relations with new and existing customers."

Guy Trottier,
General Manager Paperboard Products and
Product Development Manager, Stadacona

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