

SERVICES

CUSTOMER SERVICES AND SUPPORT



An integral part of EUROGERM's business and a natural addition to the product range, are services which include analyses, diagnoses, recommendations and advice on production and marketing. Support is offered to EUROGERM customers in the form of on-site technical assistance, training, joint development and monitoring markets and regulations.



Apart from its creativity and products, EUROGERM provides its customers with a wide range of services, supporting them at every stage and in every sphere of their development.



Analyses Services
Our diagnostic-design-inspection process is based on analyses developed by Eurogerm. They are offered to all customers to help them advance their production processes: CHRONOTEC, QUALITEC, QUALITEC PASTA, QUALITEC NUTRITION.



Applications Services
We are experts in all applications in the wheat-flour-bread sector. EUROGERM offers to share expertise acquired in managing production specifications for sandwich and crusty bread, batter-based and pastry-based morning goods, doughnuts, etc.



Certification and Tracking Services
To meet specific production guarantees, such as CRC®, organic or fair trade, our staff design recipes enabling products to be made in accordance with these constraints, and validate the product environment.



Customer Support Services
Arpèges Institute: the EUROGERM Scientific and Educational Institute. Technical assistance: Eurogerm's technical and scientific staff work at the customer's production site to provide end-to-end production support.

Support :



Breadmaking test centre

The test centre consists of two practical bakeries: one bakery focused on management and development, and the other dedicated to training. Breadmaking tests are performed by expert bakers with industrial equipment: oblique, spiral, beater and high speed type mixers; provers; sole and convection ovens; positive and negative cold store; minus 30° freezer; various foreign breadmaking machinery.

1,000 breadmaking tests are performed every month, for the purpose of classifying wheat and flour, and assessing the characteristics of dough and bread, in order to design the most suitable correctors and improvers.

Physical-chemical laboratory

Firstly the laboratory conducts analyses on samples of wheat and flour from customers, as well as on finished products made by Eurogerm.

Secondly, it tests raw materials, in accordance with a rigorous specification meeting the requirements of our quality (ISO 9001) and food safety (ISO 22000) certifications.

Evalsens sensorial analysis laboratory

Designed to the AFNOR V09-105 standards, the sensorial analysis laboratory enables the sensorial and marketing profile of breadmaking and morning goods products to be positioned. Analyses are made by panels of experts and consumers, trained and practiced at assessing crusty and soft products.

Arpèges Institute

For scientific and educational purposes, the Arpèges institute conducts research and development for the wheat, flour and bread industries. It offers various services:

Training, joint development, engineering, monitoring markets, products and regulations, innovation trophies and help with marketing.

Technical support

A technical-sales team and bakery and scientific technicians is available for customers on-site to provide appropriate support, incorporating corrections on their production lines, raw materials, recipes or finished products. Highly responsive, the team offers a complete solution, right at the customer's production unit, enabling production to be optimised, just-in-time production constraints to be met, and productivity and quality requirements and the diversity of its offering to be fulfilled.

These remits, which can be undertaken world-wide, may be spread over several weeks and in an emergency, begun in under 48 hours.



EUROGERM SA

Parc d'activités bois Guillaume - 2 rue champ doré - 21850 SAINT-APOLLINAIRE - FRANCE

Tél. +33 (0)3 80 730 777 - Fax +33 (0)3 80 730 770

www.eurogerm.com - E-mail : contact@eurogerm.com