**Classen appoints Jensen**

Classen Quality Coatings, Inc. (CQC), has announced that Jay Jensen has assumed the role of president, effective immediately.

Jensen has been the owner and an active chairman of CQC since 1998. CQC supplies confectionery coatings and coating technology to the industry.

**Food processor and supplier associations merge**

The board of directors of the Food Processing Machinery Association (FPMA) recently approved the merger of their association with the International Association of Food Industry Suppliers (IAFIS). The new association will be called the Food Processing Suppliers Association.

Each of these two associations brings a strong history of service to its members. This merger is intended to prepare for the future and provide the members of each association with the strongest possible programs to meet the challenges and exploit the opportunities of the future.

**Confectionery technology classes**

The next Richardson Researches classes to be held at the University of California–Davis have been scheduled through year 2006:

Chocolate Technology  
March 20 through 24

Gourmet Continental Chocolates  
April 3 through 7

Confectionery Technology  
September 25 through 29

Contact person for the classes is Jody Renner-Nantz at +1 (530) 752 2906.

**Bosch presented customer service award**

Bosch Packaging Services Ltd. in the United Kingdom has won the annual Processing and Packaging Machinery Association (PPMA) Award of Excellence for Customer Service. This is the second year in a row that the United Kingdom service company has won the award, having previously won the 2003–04 award as Sigpack Services.

The award recognizes a machinery supplier that has provided exceptional service and technical backup to its customers. The panel of judges highlighted the company’s service e-portal and training concept and commended the Bosch approach.

Launched earlier this year, the e-portal allows customers to identify spare parts and access information such as a drawing or photograph, price, availability and normal delivery times, in addition to being able to order parts online. The e-portal is customer and plant specific and is protected with passwords by site and levels of procurement empowerment within the customer’s organization.

**Richardson Researches class**

Confectionery Technology course held in October 2005

Front row: Jody Renner-Nantz, instructor; Laurie Pauker, Big Fish Marketing; Mona Keady; Michelle Harms; Cadbury Adams; Carol Lin, General Mills; Terry Richardson, instructor; Joyce B. Gepitulan, Hawaiian Host Chocolates; Lynn Choi, General Mills; Smeeta Soares, General Mills; Luz Palacios, Kellogg’s; Marie Hall, Nelson Nutraceutical.

Second row: Daniel J. Sitler, Wrigley Co.; Tanya Sutter, Power Bar; Janice Clay, Majestic Chocolates; Janet Hughes, JT’s Sweets Stuffs; Peter Dea, instructor; Joanne Hansen, Victorian Chocolate; Tess Hindman, General Mills; Tracey L. Downey Racen, Big Mouth Candies; Terry Harrington, General Mills; Nathan Morris, General Mills.