

## Clasen appoints Jensen

Clasen 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.

## NEWSMAKERS

### 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 on line. 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.



Roman Haengi (vice president of Business Unit Packaging Services), Dennis Taylor (celebrity guest and past world snooker champion) and Gary Anderton (managing director of Bosch Packaging Services Ltd.)

### Richardson Researches class



Confectionery Technology course held in October 2005

**Front row:** Jody Renner-Nantz, instructor; Laurie Pauker, Big Fish Marketing; Mona Keady; Michelle Harnish, 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.