

CUSTOMER TECHNICAL SERVICE (CTS) Training



Can Manufacturing 101

- Provides background on manufacturing processes used by Silgan.
- Includes discussion of why particular materials and technologies are used for various product applications.
- Instruction time can vary from 4 hours, classroom only, to 1 ½ days with a combined classroom and plant tour format.



Canning 101

- Class is intended to be an introduction to the basics of canning.
- Training material includes background on empty can/end handling, filling, seaming, thermal processing, water quality, labeling, casing and finished goods handling.
- Instruction time can vary based on the intended scope of the requested training. The full program encompasses approximately 2 days of instruction.



Thermal Processing 101

- Intended as a basic class to introduce students to the concepts behind the processing of shelf-stable foods (2 hours).
- Includes the basis for temperature distribution (establishing retort operating cycles) and heat penetration (establishing the proper time/temperature product cook) testing.



Improved Can Handling and Damage Reduction

- Uses the “Can Handling Recommendations” bulletin as a guide (1 -2 hours depending upon audience and intent).
- May include an audit of customer and/or Silgan/customer combined can handling practices (time to organize and perform will vary).



Double Seam Evaluation (Assisting CES)

- 2 - 3 hour class for general knowledge of how a Double Seam is formed and evaluated for commercial acceptability.
- 4 – 6 hour class will include the above mentioned material and detail instruction (Hands-on) on how to utilize the tools for performing Double Seam evaluation.



Better Process Control Schools

- CTS Representatives cooperate with University and Regulatory agency sponsors to provide instruction on various subjects including thermal processing basics, processing equipment and operation, record keeping and double seaming among others at several universities across the country.