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Financial Return for Biomass Products

If you produce chips for the pulp industry, please keep reading. The second portion of learning session, "**Revenue & Profit Centers: Are you Leaving Money on the Floor?**" was conducted by Greg True of The Chip Doctors, LLC. His presentation, "In Search of Chip Quality & Financial Return for Biomass Products," discussed the importance of understanding customer needs, and the steps to take in order to provide "the" quality product that will exceed customer expectations.

Since the early 90's, The Chip Doctors have been providing assistance to the forest products industry to ensure optimal mill efficiency and ideal chip quality. Their 4 step methodology and internet-based system known as Chip MACS - **Measure, Analyze, Corrective Action, Sustainability** - is one of their significant tools that enables them to accomplish this. Here's how it works.

During steps 1-3, specific procedures and protocols are developed to ensure optimal efficiency, from log intake to digester feed. Step 4 collects chip quality data, and then uses the data to sustain perfect chip quality.

- **Measure** – A chip doctor performs an onsite, 2-4 day audit to detect, identify, measure, document all areas where efficiency can be improved and chip size/quality improved. (Examples: debarking, drum improvements, chipper infeed modifications, chipper set-ups)
- **Analyze** – Measurements, observations, pictures, and data are collected and analyzed, followed by an explanation of the efficiency problem(s).
- **Corrective Action** - A solution to rectify each issue is provided.
- **Sustainability** – Via Chip MACS, all the representative chip quality data is used to make proactive changes to systems and equipment, before chip quality degradation occurs.

Bottom line: To maximize financial return for biomass products, ensure optimal mill efficiency and ideal chip quality.