

CLIENT NEEDS

A premier online estate sale company approached Adept to Develop Standard Operating Procedures (SOPs) for operators to use when packaging products to ensure the items are protected during transit from the warehouse to the destination.

CHALLENGES

It was determined that a majority of the issues in transit were due to items being incorrectly packaged. To overcome this issue Standard Operating Procedures were developed that gave instruction to operators. A decision matrix was developed to identify the correct SOP to use in each situation. Comprehensive training to operators was also provided.

In addition to the packaging methods being optimized, the packaging material itself was reviewed and replaced. To try and improve packaging the organization had purchased many different types of material resulting in an inefficient spend on packaging and use of warehouse space. Adept Packaging recommended appropriate packaging to use as standard, and assisted the company purchasing department.

RESULTS



Improvements to Quality



Reduction of Customer Complaints



Reduction of Quality Costs Because of the Improvement to Protection



Reduction of Purchasing Costs Due to Standardization of Packaging Materials



STEPS TAKEN BY ADEPT

- Executed a validation phase to ensure that the measures were successful.
- Packaged items as per the new system and using the SOPs
- Tested packaged tests using ISTA test methods at an ISTA approved laboratory
- Inspected products after testing and assessed against success criteria
- Determined that the products were satisfactorily and effectively packaged, giving the correct amount of protection to the shipped items

We Would Love
to Partner with
You on Your Next
Packaging Project

