

Biggest US Retailer Tells Supplier Fix Damage or Lose Business - Recommends Using ExpandOS™.

Before ExpandOS™

The Colorado based manufacturer of ceramic dinnerware was using wadded kraft paper as their internal packaging solution. Some specifics for this case:

- Product damage was a very serious issue – almost 4% of shipments were damaged.
 - Retailer told Manufacturer to fix damage issues or be dropped from the product line.
- The product being shipped was very fragile and required extensive hand packaging.
- Several pieces were shipped in each box, further complicating the packaging requirement.



The ExpandOS™ Transition

To demonstrate the effectiveness of ExpandOS™, FoldedPak shipped a box to the Retailer with a brick, an egg and a light bulb protected by ExpandOS™. The box arrived with no damage. Remembering this example and understanding the benefits of ExpandOS™, the Retailer recommended ExpandOS™ to the Manufacturer as a solution to the damage issue. From initial contact with the Manufacturer, we followed a highly documented transition to ExpandOS™ implementation:

- The Manufacturer worked with the Retailer to define a path to regain approval as a vendor.
- Damage issues had to be resolved. Documentation that damage was fixed was an absolute requirement by the Retailer.
- After “in house” testing of the ExpandOS™ solution, formal testing was scheduled.
- Documented, third party ISTA tests were performed confirming the ExpandOS™ solution.
 - ALL TESTS WERE SUCCESSFUL!
- After reviewing packaging test documentation, Customer was recertified as a Vendor and shipments resumed!

ExpandOS™ Delivers Results

- Damage rates fell by over 90%!
- Labor spent in packout area fell by 25%!
- ExpandOS™ packaging was 20% less expensive than the previous solution.

Packaging Cost (Per Box)

