

CUSTOMIZING ORDERING PROCEDURES TO RESTRICT THE PURCHASE OF PROHIBITED ITEMS

How Quest eliminated the purchase of prohibited items while simplifying the ordering process.

Using individualized procedures and safeguards, Quest can help reduce the obstacles that endanger your most important assets: your employees. Here, Quest created a custom catalog to remove any chance of prohibited items being accidentally purchased by the customer's employees.

THE CHALLENGE

Latex allergies and adverse reactions had become a serious issue for one of our pharmaceutical clients. Although the company had prohibited employees from ordering latex-containing products, these items continued to be mistakenly purchased. Since hand protection is both important for staff safety and mandated in this environment, the company needed to:

- Identify latex-free products that are still comfortable, useful, and meet all necessary standards for safety.
- Remove all products that contain latex from their catalog and replace them with the acceptable latex-free equivalents.
- Eliminate any opportunity for the unapproved items to be accidentally purchased in the future.

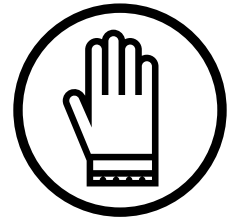
THE SOLUTION

With the help of the client's lead Industrial Hygienist, Quest created a new, entirely custom catalog. The new catalog:

- Contained only products approved by the client's safety team
- Was backed up by Quest customer service representatives, who flagged both the requester and their safety team when latex-containing products were requested
- Streamlined the ordering process to save end-users' time and increase productivity
- Included an online ordering system for end-users to access at any time - even after hours
- Allowed for quick changes, since the information on all items was in one location

THE OUTCOME

Since the introduction of the new catalog, no allergy-inducing items have entered the facility and there have been no adverse reactions.



Adverse
Reactions Since
Implementation

0



QUEST

SAFETY PRODUCTS



Partnering with You to Protect Your Workers in Any Environment

Quest Safety Products is a full-line distributor of safety products and a manufacturer of disposable protective apparel serving customers throughout the U.S. for the last 21 years. Our team is committed to finding the best safety equipment on the market, educating safety professionals on the products they use, and reinforcing safety cultures with best practice solutions. We measure our success through an order accuracy rate of 99.4%, inventory accuracy rate of 99.8% and a measurable reduction in cost to your operations.



OUR CORE MARKETS ARE:



Pharmaceutical
and Life Sciences



Utilities



Construction
and Contractors



Environmental
Abatement



Nuclear Demolition
and Dismemberment



Industrial
Manufacturing

OUR MISSION IS PROTECTING YOUR WORKERS, FACILITIES, AND PRODUCTS IN ANY ENVIRONMENT.

We fulfill that mission through the following practices:

- Trusted Partnerships
- Technical Expertise
- Customer-Based Solutions
- PPE and Safety Products
- Value-Added Services
- Sound Business Practices
- Consistent Supply Chain
- Dedicated, Engaged Team Members



HUBZone and MBE Certified

CONTACT US TODAY TO SEE HOW QUEST CAN ASSIST YOU IN PROTECTING YOUR WORKERS AND STRENGTHENING YOUR SAFETY PROGRAM.

WWW.QUESTSAFETY.COM • SAFETYCSR@QUESTSAFETY.COM • 1.800.878.4972