



Case Study

Building Solutions to Alleviate Regulatory Problems

Industry: Pharmaceutical

Topic: Cellulose Free Packaging
Regulatory Directives

Result: Saved Customer Time
Satisfied Regulatory Directive

By listening to our customers and learning how they do business, Quest can design unique solutions that will make tasks easier. The solution outlined here saved the customer time and allowed them to easily fulfill regulatory requirements.

**Contact Us and See What We
Can Do for You**

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Problem

One of our key clients, a major player in the pharmaceutical industry, needed to eliminate cellulose (cardboard packaging) from their facilities. This was a directive from several federal regulatory agencies as a way to ensure the proper cleanliness and sterility of both the facility and the end product. The personal protective garmenting that was being used in many of their areas was delivered in cardboard boxes. Their warehouse staff was required to unpack and then repackage in acceptable, cellulose free packaging. This was an inefficient and time consuming task.

Consideration

Quest met with the customer to find a desirable and acceptable packaging solution. We asked key questions as to what would work best for them and their process. We really listened to what they said and even messages that were not spoken but implied. We were not focused on market availability or limitations at this point, only what the customer would like to see if there were absolutely no constraints.

Solution

We designed a 100% cellulose free packaging solution that met our client's regulatory requirements. We were able to work with our packaging engineers to develop a custom double-poly bag that totally eliminated the need for cardboard boxes while maintaining the required cleanliness of the personal protective product. This design eliminated the need for their warehouse team to repackage any of these products resulting in higher efficiencies and time savings for them.

Quest's highly trained sales professionals are taught to think outside of the box. We look at challenges differently than our competitors. As a result we are able to bring a different level of service as well as unique solutions to our valued clients.

"Experience is a master teacher, even when it's not our own."

— Gina Greenlee