



## Case Study

# Eliminating the Accidental Purchase of Prohibited Items

**Industry:** Pharmaceutical

**Topic:** How to stop employees from accidentally ordering prohibited products.

**Results:** The customer was able to eliminate any chance of an allergy-inducing item entering their facilities.

Using individualized procedures and safeguards, Quest can help reduce the obstacles that endanger your most important asset, your employees.

Here, Quest's created a custom catalog to remove any chance of prohibited items being accidentally purchased by the customer's employees.

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

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### Problem

Latex allergies and adverse reactions to products containing latex had become a serious issue for one of our pharmaceutical clients. Many PPE items that were being ordered to protect workers were in fact putting them in danger. Our client needed a way to eliminate the opportunities for their workers to order these products.

### Consideration

Our client's employees needed products that were latex free but still comfortable, useful, and met all necessary standards for safety. Step one for Quest was replace all products that contained latex with acceptable equivalent products that were latex free. Step two was to eliminate the opportunity for these unapproved items to be purchased in the future.

### Solution

Quest's online ordering system proved to be just what was needed to eliminate the possibility of workers accidentally ordering restricted items. Our territory manager created a custom catalog for this customer with the help of the customer's lead industrial hygienist. Only products approved by our client's safety team were placed on their new catalog. Quest's customer service representatives were able to serve as a backup system as well. Requests by the customer's employees for products that contained latex were quickly identified and flagged to both the requester and their safety team.

Quest is committed to keeping our clients and their employees safe. Through proper procedures and safeguards Quest can help reduce the obstacles that endanger your most important asset, your employees.

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

— Gina Greenlee