

Case Study “Flexibility” Customized Solution

Gilbreth is a major supplier to a leading pharmaceutical company. This company maintains a supplier report card system measuring delivery, quality and service. The key performance metrics track on time delivery, quantity reliability, rejection rate and customer satisfaction. In the last reporting period, Gilbreth scored 100% for delivery, 100% for product quality and 98% for service. This rating puts Gilbreth in the top tier of suppliers across all categories.

Our recommendations for managing this business and driving continuous improvement consist of:

- Maintain key raw material inventories to allow for quick production turnaround
- Block time in the production schedule to allow flexibility / guaranteed lead-times
- Graphic exchanges and customized art preparation to provide multiple options
- Customized converting equipment to handle their demanding product specifications
- Provide frequent plant visits to provide field support, with a focus on improving application efficiency
- Structure a pricing program for procurement to allow for more detailed cost analysis

Customized Solutions

- Inventory management
- Art preparation
- Custom converting
- Flexible pricing
- Time line management
- Application / field support