

### Client Needs

A furniture distribution company was experiencing quality issues with their larger furniture items. They also sought to streamline their packaging operations and optimize package sourcing.

### Challenges

Because this furniture was not replaceable due to the nature of this company's business, it was critical for them to resolve the damage problems as soon as possible.

### Results



Optimization of Packaging Resources



Elimination of Quality Issues



Development of Specification Processes



### STEPS TAKEN BY ADEPT

- Conducted detailed audits of all packaging and documented areas of improvement
- Engaged customer packaging sources and detailed specific changes to be made to every packaging element, based upon the findings from audits
- Developed SOP's to ensure that packers used specific dunnage and securement methods that would avoid scuffing or scratching damages
- Conducted "fit and function" trials after draft SOPs developed. Worked with operations team until all observed issues were corrected
- Conducted comprehensive packaging testing to ensure that containers met ISTA standards
- Created detailed packaging instructions for all major "part types" with eventual goal being a packaging instruction for every part

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