

# Packaging for the Ecommerce Environment



## Client Overview:

A premier online estate sale company approached Adept Packaging to Develop Standard Operating Procedures (SOPs) for operators to use when packaging products to ensure the items are protected during transit from the warehouse to the destination.

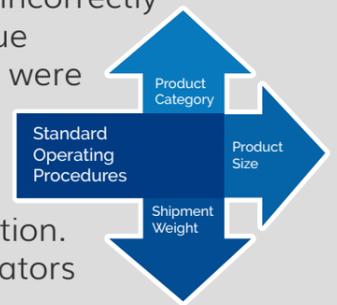


## The Adept Approach:



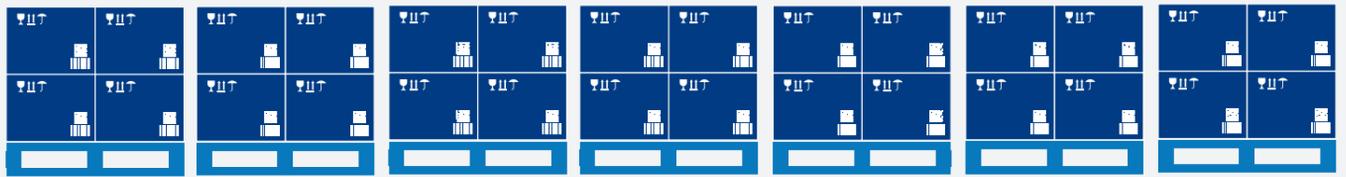
## Developing a Solution:

It was determined that a majority of the issues in transit were due to items being incorrectly packaged. To overcome this issue Standard Operating Procedures were developed that gave instruction to operators. A decision matrix was developed to identify the correct SOP to use in each situation. Comprehensive training to operators was also provided.



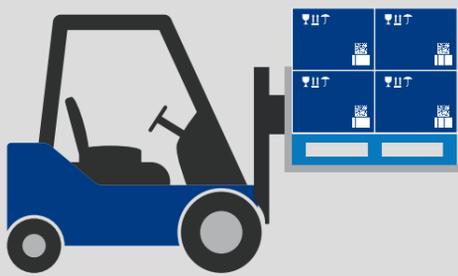
## Optimizing Materials:

In addition to the packaging methods being optimized, the packaging material itself was reviewed and replaced. To try and improve packaging the organization had purchased many different types of material resulting in an inefficient spend on packaging and use of warehouse space. Adept Packaging recommended appropriate packaging to use as standard, and assisted the company purchasing department.



## Validation Phase:

To ensure that the measures enacted by Adept Packaging were successful, a validation phase was executed. The items were packaged as per the new system and using the SOPs.



The packaged tests were then tested using ISTA test methods at an ISTA approved laboratory. The products were inspected after testing and assessed against success criteria. It was determined that the products were satisfactorily and effectively packaged. The packaging gave the correct amount of protection to the shipped items.

## Outcome:

The client adopted the packaging system developed by Adept Packaging.

-  **Improvements to quality**
-  **Reduction of customer complaints**
-  **Reduction of quality costs because of the improvement to protection**
-  **Reduction of purchasing costs due to standardization of packaging materials**

