

CASE STUDY

Synchronicity

Californian medical device company saves \$250k+ p.a. with Synchronicity



Challenge

- In-transit packaging failures were resulting in devices arriving at an overseas destination where no one could fix the damaged devices
- Cumbersome packaging design: timewaster to pack and ship
- Too much packaging inventory in the system resulted in warehouse clutter and wasted space
- Unresponsive vendor, especially on new product needs

Solution

- Redesigned export crates with higher performance foam cushioning system with almost zero in-transit damage
- Created synchronized inventory tracking with the customer and their 3PL to ensure their sufficient inventory to ship that day. Production synchronized to meet their ongoing needs and updated daily.
- Customer service and design work closely with the customer on a daily basis to meet packaging demands

RESULTS



Saved \$200,000

Per year in product damage



Reduced inventory by \$50,000

with no late shipments



A dramatic reduction

in warehouse floor space used for packaging



30+mins to 3mins per package

New crate design slashed packing and shipping times!

The new packaging program runs with less than 1 FTE focused on the packaging, which allowed the customer to redeploy headcount and focus on their core business.