

# PROBLEM SOLVING - RESOURCES

## A SPECIALTY FOODS COMPANY

### CHALLENGE

A specialty foods company, a leading player in the food contract manufacturing industry, faced a significant challenge in supply chain and being able to receive product in time to not only keep their customer happy, but to not have to shut down the production line waiting for packaging to arrive. The existing packaging solutions were good, but long lead times and very little response from the manufacturer led to increased production costs and a notable lag in time-to-market for their products. The company recognized the need for a strategic partner to find different sources for a similar package to ensure production stayed on schedule for the upcoming holiday season.



### SOLUTION

EmpireEMCO was engaged to assess and find a solution for this specialty foods' company packaging needs. After a thorough analysis of their current operations, the Empire Emco team proposed a comprehensive solution that included:

- 1. MANUFACTURER WITH SHORTER LEAD TIME**  
EmpireEMCO, reached out to multiple vendors across the US and Canada to find a similar packaging that would work with shorter lead times, and a closer FOB point to help cut costs on freight but also a quicker delivery time.
- 2. QUICK DECISION MAKING**  
EmpireEMCO's relationship with this vendor, we were able to get samples quickly approved by streamlining the process and was able to get on the schedule to ensure production would not be shut down and bottles were to arrive in a timely manner.
- 3. NEW CUSTOMIZED PACKAGING**  
EmpireEMCO collaborated with this food company to source a new custom package going forward. This allows us to control production time and allows Empire to choose which manufacturer to use to ensure we are getting the best product we can and reduce some challenging supply chain issues.
- 4. SUPPLY CHAIN INTEGRATION**  
The packaging solution included a streamlined supply chain process, ensuring that materials were procured and delivered efficiently, reducing lead times, and avoiding production bottlenecks.

### RESULTS

The implementation of EmpireEMCO's solutions results were great!



#### PRODUCTION TIMING

Production was started earlier than anticipated and we were able to get some of the order quickly.



#### ADDED A SECOND ORDER

We were able to double the original order based on demand to help the customer have enough bottles to get them through the end of the year and not have to worry about supply chain issues in the busy holiday season.



#### CONSISTENT FOLLOW UP

Allowing Empire to take point on communication with the manufacturer, it allowed the food company to focus on its day-to-day operation. Empire handled all communication and provided solutions quickly.

### CONCLUSION

EmpireEMCO's knowledge and longevity in the rigid packaging space allows for quicker solutions, increased response time, and help solve customers' problems. This allows Empire to maintain and build relationships to become a one stop solution for all packaging needs. This case study exemplifies the transformative impact of EmpireEMCO's expertise in the rigid packaging industry.