

Case Study: Taylor Communications Improves Safety and Compliance for Transportation Company



Situation

Field managers worked hard to ensure their fuel pumps, waste oil drums, antifreeze containers and other hazardous materials were properly labeled, but it was cumbersome for them to go online and order missing labels from the company catalog. The company's environmental staff had to follow up repeatedly to ensure that corrective action was taken.

The company purchased labels from a vendor that supplied labels as an adjunct to other products. Lacking label expertise, they printed labels on plain paper from an office products store, rather than substrates specially designed to adhere under harsh weather conditions. Labels began to fail – fading, smearing, not adhering properly. So the company changed suppliers. Costs quadrupled, causing them to search for an alternative resource.

Solution

After conducting a thorough usage analysis, Taylor Communications redesigned the labels for greater durability. We developed an automatic replenishment system that dovetails with the Environmental Self Review to make life easier for their field managers.

- Today, labels are digitally printed with UV resistant inks, in small runs, on weather proof vinyl. This guarantees their durability under all kinds of conditions for up to five years.
- Item numbers have been added to each label, along with order date and quantity produced. This makes it easier for users in the field to ask headquarters questions about labels or to order more stock.

Client:

A leading provider of logistics, transportation and distribution services, with more than a thousand facilities across the U.S. and Canada. The company offers full-service truck leasing, contract maintenance, commercial and consumer truck rentals, transportation and warehousing management, and supply chain management solutions.

Market:

Transportation

Solution:

Hazardous Materials Labeling

Services:

Managed print services for documents and labels, strategic sourcing and technology services

Benefits:

- Improved regulatory compliance
- Greater label durability and consistency
- Significant cost savings

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- Every time a manager answers “no” to a compliance question on the self review survey, Taylor Communications automatically sends them the materials needed to take corrective action – whether it’s a label, policy and procedures manual, training video, “right to know” work safety station, or other item.
- Instead of printing labels on rolls, which led to over-consumption, Taylor Communications now prints all labels in sheets for easier, less wasteful distribution to the field. Sheets can be mailed flat, which also saves on shipping.
- The company’s environmental compliance manual of frequently changing policies and procedures is now digitally printed, kitted with other compliance tools and distributed. This maintains good version control and reduces obsolescence.
- A system of hanging files and preprinted manila folders to manage the company’s manifest waste receipts.
- Environmental start-up packs were developed for new facilities to help ensure they are in compliance from day one.

Benefits

Today, this transportation leader enables their field managers with an easy and economical process to obtain the required hazardous materials labels. In addition to improved product quality and longevity, the changes also yielded an annual savings of \$35,000 in handling and freight.

- Higher quality labels are being provided with better color consistency and much greater durability.
- Excess inventory has been eliminated.
- The company now has reliable data on how much it is spending to meet label needs across its network.

Ultimately, by ensuring a higher level of compliance, the company is helping protect the health and safety of its employees and customers, thus demonstrating its environmental stewardship and corporate responsibility.

