

# Orange Products keeps up with demand

## Use of QSI's TMS improves efficiency, training, quality and ROI

Supplying high quality and cost-effective packaging to pharmaceutical, personal care and cosmetics companies on the Fortune 100, brings with it the challenges of compliance with Food and Drug Administration (FDA) regulations and industry standards. Economies of scale and efficiency can make the difference between profit and loss, as well as the potential to bring new clients into the fold.

Orange Products Inc., headquartered in Allentown, Pennsylvania, with other production and distribution facilities in Brazil, Mexico, Poland, and Thailand, produces vitamin/supplement and pharmaceutical packaging. The company also manufactures precision balls made of polypropylene nylon, acetal, delrin, and other material in various diameters, which are used as roll-on applicators, bearings, furniture drawer slides, and float indicators, among other applications.

Pharmaceutical bottles are produced in an ISO certified, brand new Clean Room with extreme quality and care. The company can test client formulation with its components to assure the best possible results and has the precision to make "stock" balls larger or smaller to accommodate the viscosity and desired output of various liquids.

With notable clients like Avon, Gillette, and Proctor & Gamble, it is critical for Orange Products Inc. to ensure that the quality of its products meet the requirements of ISO, industry, and customer standards.

Until recently, that was a daunting challenge. Customer complaints and a triennial audit from the company's registrar were also cause for concern. "There was no centralized control of documents, records, training, CAPA's, NCMRs, audits, or calibration," said Director of Quality Assurance, Steve DeSmedt. "Prior to my tenure, most of the quality systems were either hard copy sheets or in Excel."

The company's senior management group, which meets regularly to discuss continuous improvement, identified the company's document control and record-

keeping system as opportunities. That's when DeSmedt turned to Quality Systems Integrators (QSI) and their TMS Quality Compliance Software. The web-based application helps companies automate compliance management requirements in a paperless environment, therefore eliminating time-consuming manual tasks for higher productivity, reduced risk, and increased efficiency.

Steve had worked with TMS software in other facilities in the past and knew the system was needed at Orange Products Inc. to correct the issues they were facing. Before he could bring in TMS, he performed a GAP analysis of the company's quality management system to prove it would provide a return on investment. "Part of the selection process was to detail TMS versus two other competitor products," he said. "Based on my experience, I chose TMS. The main



main issues were related to getting people involved, excited to train and committed to using TMS," DeSmedt said. "Human nature shows that people like the familiar and do not like change, but when they see how easy things become with a system like TMS, they love it."

DeSmedt, with QSI's support team, created a training program for auditors in TMS with an associated quiz. "We have a Forms Module for audits and planning a link into our TMS CAPA forms module," he said. "It is very clean and also a closed loop system." By comparison, their previous manual system was a nightmare. "We are very happy with the whole process. It has been audited and we never have any issues. Our audit findings, both by our registrar and internal auditors, have been reduced more than 80 percent." In fact, auditors have commented on the effectiveness and efficiency of the system. All required documentation is instantly accessible, making the audit process faster and easier for everyone.

The move to TMS has paid huge dividends for Orange Products Inc. "We have been able to keep up with and get ahead of customer demands," explained DeSmedt. "It has helped us keep customers and bring in new ones. Complaints are down, customer satisfaction is now at 99 percent, and we have new customers that are coming on board each month. We will be extending TMS into other facilities to support the ongoing growth and development of our quality systems."

***"Customer satisfaction is now at 99 percent."***

~ Steve DeSmedt, Orange Products Inc. Director of Quality Assurance

advantage of TMS is its functionality and the ability to integrate many systems into one centralized program. Price was also a significant strength versus the competitors."

The implementation step of transitioning the organization to the TMS solution was crucial to the project's success. "The