

Global Credit Card Services Provider Achieves Streamlined Statement Production

Situation

This global provider of credit card services prints over 75 million sheets of customer statements each month. When the company began to experience service issues with its main supplier of jumbo rolls, they turned to Taylor Communications, who had already been supplying other business communication tools. Over the course of a full day at the company's central U.S. processing facility, Taylor's team conducted a thorough investigation of every production detail, including automatic inserts, and held meetings with staff from engineering, marketing and the warehouse. They also noticed damaged rolls waiting on the dock to be shipped back to the other supplier.



Solution

Taylor's total solution began with a proprietary manufacturing process that ensured a high-quality product. Rolls were tested for moisture content, stack lean, curl, line skew and the tensile strength of perforations to make sure they worked smoothly in high-speed printing devices. The solution extended to efficient shipping that saved on freight costs and ensured just-in-time replenishment, so the client

minimized onsite storage costs. Every aspect of the supply chain was managed for rigorous control and maximum consistency.

Taylor recommended changes to the company's pallet specifications to alleviate the problem with damaged rolls, and minimized stack lean with its manufacturing process that included quality perforation tooling and aggressive equipment maintenance. With close teamwork between company engineers and Taylor's team, it was determined the program could use jumbo rolls with lighter weight stock that still worked well on high-speed equipment. Taylor's production methods also provided superior color density, something the client had struggled to achieve uniformly when their company logo was applied in a step-and-repeat pattern across the page.

Benefits

- With Taylor's supply chain management of jumbo rolls, the client has been able to keep millions of statements flowing smoothly at a lower total cost.
- By reducing statement paper from 24 lb. to 20 lb. stock, the company saved 688 tons of paper in a year, which equates to more than 11,500 trees.
- In addition to supporting the company's green initiative, the lighter paper stock also realized significant postage savings too.
- Staff and equipment productivity is higher due to less downtime from damaged or faulty rolls.
- Backorders have been totally eliminated and inventory reports show exactly how much stock is on the floor at any given point in time.