

# CASE STUDY

## International Fulfillment Center

How Better Packages Improved a Fulfillment Center's Productivity and Employee Safety



**An exponentially growing fulfillment center needed to improve productivity and compete effectively.**

The center had been using plastic tape with handheld tape guns to close their cartons at packing stations, but packers were not able to pack quickly enough to keep up with demand. The company knew they needed a more efficient packing method, especially during peak holiday seasons. The company was somewhat familiar with the advantages of water-activated tape and the Better Packages' product line. The center's distribution manager contacted Better Packages to schedule an evaluation of their operation.

**The evaluation by the Better Packages' representative uncovered some significant issues.**

### CHALLENGES

01

#### Production Efficiency

The fulfillment center packed cartons of various sizes, including some that were quite large. Volume increased significantly during peak seasons such as Christmas and other promotional periods.

02

#### Material Usage

In an effort to seal packages effectively, packers were using more tape than they needed to. Not only was this wasteful, but the appearance was unprofessional.

03

#### Workstation Ergonomics

As a typical packing day progressed, packers' arms and hands became tired from gripping the tape guns and reaching back and forth on the cartons. Fulfillment center management was getting concerned about the possibility of potential repetitive motion injuries.

**When the company learned about the benefits of water-activated tape and Better Packages' dispensers, the decision to switch became an obvious choice.**

### THE SOLUTION

#### Better Packages 555eSA

Electric Tape Dispensers

#### Complete Packing Station Redesign

The company completely redesigned 20 packing stations and outfitted them with Better Packages' 555eSA electric tape dispenser. They chose this model because it is microprocessor-based and interfaces with measuring devices and other tools to increase functionality.



[betterpackages.com](http://betterpackages.com)

## THE RESULT

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*I love this machine. I really do love it.  
I don't know why they didn't do this sooner.*

### Instant Return on Investment

Installation of the equipment was fast and easy, and operators were trained and brought on-line without significantly interrupting production. Improvements occurred almost immediately. Tape use was reduced to one strip per carton side sealed; productivity resulted in a dramatic increase in the total number of cartons sealed at each packing station per shift and the push-button dispensing of the electric tape dispenser took the possibility of repetitive stress injury off the table. Initially, there was some concern about resistance to the change. However, the reaction from the packers was immediate and extremely positive. "I love this machine. I really do love it." "I don't know why they didn't do this sooner."

For this fulfillment center, the key to success was proactively improving efficiencies and the work experience for employees.



Decreased  
**Material Usage**



Increased  
**Productivity**



Reduced  
**Stress Injuries**

## IMPROVE PRODUCTIVITY WITH BETTER PACKAGES TAPE & TAPE DISPENSERS

