



Labeling

Introduction

The customer is a specialty pharmaceutical company that develops enhanced pharmaceutical and biopharmaceutical products using Bilcare's innovative drug delivery technologies. It is a global company with more than 500 employees with principal operating offices in Europe.

The customer has research, development and manufacturing facilities throughout the world including sites in Europe and the US.

This case study is about a relatively simple packaging and labeling project sent to Bilcare by the customer's US facility.

Challenge:

Bilcare was asked to package and label two clinical projects for Safety & Efficacy Clinical Studies. The projects were for relatively small clinical trial studies.

Bilcare accepted the order late in the year with an aggressive delivery requirement of Dec 28th.

The customer's timeline was tight but reasonable considering the size of the project and simplicity of the product.

The project was the type Bilcare had successfully completed many times.

The budget was small since it was an exploratory study.

The customer's protracted label approval process and the impending Holiday Season made it impossible for Bilcare's contractor to deliver the labels until the beginning of the New Year—clearly after the customer's deadline.

The Project Manager and the Label Procurement Group made calls to another label printing contractor who was able to deliver the labels in enough time to meet the customer's deadline.

The Bilcare packaging group and production support groups worked during the New Years Holiday to package and label the product.

Outcome

The entire project was completed by December 27- One day ahead of schedule!

Benefit

Bilcare delivered the products to the customer on time. The proactive response from the Project Manager, Label Procurement and the enthusiastic cooperation of Bilcare's production staff and production support groups made the on-time delivery possible.

The customer agreed to use Bilcare in the next phase of the project.

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