



November 2021

Customer Success Story

While Looking for Redundant Sourcing, Company Finds a True Partnership

A global medical packaging supplier of critical packaging supplies was expanding into new areas and needed to increase its capacity. For business continuity, the company also required redundant sourcing for its plastic injection molded products. To find a trusted molder, the company turned to the New Jersey Manufacturing Extension Program (NJMEP) to recommend a premium injection molding company that could consistently meet its manufacturing specifications. CMG Plastics was recommended.

The company was impressed with CMG Plastics' capabilities and knowledge. CMG Plastics' food-grade product experience and ISO 9001:2015 and FSSC 22000 (food safety system) certifications especially were appealing since this ensures them that CMG Plastics has a robust quality system in place. In addition, the redundancy that CMG Plastics has with its Canadian facility was desirable. The medical packaging supplier immediately started its process for reviewing and qualifying CMG Plastics as a new supplier.

Quality Matters from the Start

To get the project started, the company needed to have new molds built. CMG Plastics recommended a mold maker and helped to ensure the molds would be constructed to create a product that met the customer's specifications and quality requirements.

"The molds we had were very old," explained the company's supply chain director. "We had limited drawings and details, so the CMG Plastics team stepped up and created the part drawings required to manufacture the product to the current spec. With limited data, it was great to be able to work with the CMG Plastics team. They brought everything into play - the shrink rates, production rates, sizes, and cavities for the product - so it met our specification."

The product requirements are much more robust than many other over-the-counter products you might find. It is crucial that these packaging supplies are clean and have no flash or short shots. Also, color is important, as the product is available in many colors, and they cannot have speckling or contamination from other colors. CMG Plastics has consistently met these requirements.

Streamlining Inspections Saves Time, Gets Shipments out Faster

Finding defects during incoming inspections can be time consuming and costly for the company. Therefore, CMG Plastics' attention to quality has been so crucial to the company. "Together, we worked on what we call a QC pallet for some of our product, so we can maintain certain pallets fully wrapped and prepared for shipment. We only tear open one pallet, which contains our samples to be inspected," explained the supply chain director. "We can turn those shipments around much quicker when we do not have to tear open fifteen other pallets, rewrap them, put them back in place, and get them ready for shipment. Not only is it time savings, but it is also material savings."

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Customer Success Story, continued

A Long-Term Partnership

CMG Plastics' willingness to understand its customer's needs, including communicating with them about what is happening in the industry that may impact them or their products, has been a cornerstone of the relationship.

"I think the willingness of the team to look and see what is best for all of us to be successful is really the most important part of the partnership," said the supply chain director. "At the end of the day, we count on our strategic partners to keep us updated on market trends. The resin industry in 2021 was just a total disaster and nightmare, but we did not have any hiccups with the supply for our product. That is what we look for, a partner looking at what is going on and managing the supply chain to keep us stocked with the product. It is so easy to highly recommend CMG Plastics. It has been a great partnership, and we are always looking for ways to grow the business and the partnership itself."