



Turning a Complex Label Program into a More Efficient, Scalable Operation

A long-standing healthcare customer with a high-volume label program needed a production approach that could better accommodate its changing order patterns, extensive SKU portfolio and time-sensitive requirements.

The program involved multiple product families with shared colors, materials and die sizes. Frequent priority changes made it difficult to schedule related orders together, creating additional setups and limiting overall production efficiency.

CCL Healthcare assembled a cross-functional team to evaluate the complete program, including volumes, order patterns, equipment requirements, production sequencing and customer expectations. Drawing on CCL's broader manufacturing network, the team identified a facility and equipment configuration well suited to the program's needs.

A structured approach to improvement

The transition was supported by several operational improvements:

- High-volume products were aligned with equipment capable of producing them more efficiently.
- Orders with common colors, materials and die sizes were grouped to reduce make-ready time.
- A defined scheduling window created greater stability while still allowing future priorities to be incorporated.
- Automated order-processing tools helped organize incoming orders and identify shared production characteristics.
- Regular reporting provided the customer with clearer visibility into scheduling and expected delivery dates.

Throughout the process, sales, customer service, scheduling, engineering and operations worked closely to maintain continuity and establish a more predictable way of managing the program.



The outcome

The revised approach improved production efficiency, reduced the outstanding order position and supported a smooth transition with minimal quality concerns. More consistent scheduling and communication also helped strengthen customer confidence.

The program has since become more stable, scalable and better positioned to accommodate future growth.

The CCL Healthcare difference

Complex packaging programs do not always require a single standard solution. They require the right combination of equipment, expertise, capacity and communication.

With an extensive manufacturing network and teams that collaborate across locations, CCL Healthcare can evaluate a program from multiple perspectives and develop an approach aligned with the customer's technical and operational needs.

When requirements change, our teams work together to find a better path forward, helping customers improve performance while protecting quality and continuity.



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