

SUSTAINABLE SUPPLY CHAIN PROGRAM



CASE STUDY

NYSP21 Conducts Readiness Assessment for Responding to Customer Sustainability Questionnaire

Challenge

A contract manufacturer in the Rochester, New York area began receiving questionnaires from potential customers regarding their environmental sustainability commitments. It is because of their commitment to continuous improvement that the manufacturer desired to effectively respond to these customer requests and recognized that gaining an enhanced focus on their environmental aspects would allow them to gain competitive positioning as a supplier.

Solution

The New York State Pollution Prevention Institute (NYSP21) evaluated the manufacturer's readiness to respond to customers' environmental sustainability questionnaires. NYSP21 worked with the staff at the manufacturing facility to collect and review the necessary documentation and data. Two separate on-site assessments were also completed to review processes, operation and maintenance procedures.

Results

The results of the work included process flow and input-output diagrams detailing five main processes. NYSP21 developed an environmental aspect and impact chart enabling the manufacturer to evaluate and identify significant environmental aspects. NYSP21 drafted documents for consideration including an Objectives and Targets table, a Supplier Code of Conduct and associated Supplier Survey, and an Environmental Impact Review Form for evaluation changes at the facility. Finally, NYSP21 developed a Readiness Gap Assessment document detailing the findings, observations and recommendations for improvement opportunities.

Using the tools developed by NYSP21, this manufacturer is well positioned to close the gaps identified in the assessment, ultimately enabling them to successfully respond to the customer questionnaire and future customer sustainability inquiries. Completion of this project supports the manufacturer in becoming a supplier with a new customer and opens up potential for additional customers using sustainability as a supplier criterion.

CHALLENGE

- A contract manufacturer in the Rochester, New York area wanted to effectively respond to green procurement requests from customers, enabling them to maintain and gain competitive positioning in the marketplace

SOLUTION

- The New York State Pollution Prevention Institute (NYSP21) evaluated the manufacturer's readiness to respond to green procurement requests and sustainability questionnaires

RESULTS

- Documentation was developed including input-output diagrams, an environmental aspect chart, an objectives & targets table, a supplier code of conduct and survey, an environmental impact review form and a comprehensive gap assessment report

NYSP21 PARTNERS



University at Buffalo
The State University of New York



New York Manufacturing Extension Partnership

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