

SUSTAINABLE SUPPLY CHAIN PROGRAM



CASE STUDY

NYSP21 Supports DFB Sales with the Development of a Sustainable Supplier Program

DFB Sales (DFB) manufactures and installs custom window and wall treatments for commercial and residential applications. The company has had a long-standing offering of products possessing environmentally preferred characteristics such as PVC-free and recycled content.

Challenge

Working with ITAC, the NYC chapter of the national Manufacturing Extension Partnership, DFB identified a need for a more transparent, environmentally-sound supply chain. Leadership in Energy and Environmental Design (LEED), the Living Building Challenge (LBC) and other green building standards require increased environmental transparency from suppliers throughout the supply chain. DFB's clients were also increasingly requiring that the sustainable aspects of the company's products be readily available and substantiated. As a result, ITAC and DFB requested assistance from the New York State Pollution Prevention Institute (NYSP21) in the development of a Sustainable Supplier Program. Having this program will assist DFB with responding to customer inquiries relating to environmental attributes and transparency of DFB's products and materials.

Solution

NYSP21 developed process diagrams illustrating the flow of customer request-to-response activities, functional department responsibilities, and information systems used for managing work flow. Our team examined typical and anticipated sustainability-related customer demands and identified product level certifications that DFB could pursue to meet these demands. Once DFB chose the Living Building Challenge "Declare" label as the third-party transparency tool of choice, NYSP21 helped facilitate a pilot with DFB and performed a gap assessment of the current environmental attributes of DFB's Sol-R-Control Manual Shade. NYSP21 also developed a guidance document for tracking transparency of suppliers and material content, including a supplier Code of Conduct (CoC) and supplier survey.

Results

DFB is committed and now well situated to implement a Sustainable Supplier Program and pursue the Declare label. Completing a successful pilot and providing gap closure recommendations has increased transparency and put in place, a signed CoC and completed supplier survey. These are key to enabling DFB to respond to customer requests and ensures conformance to third-party sustainability product standards. Ultimately, a Sustainable Supplier Program will help DFB gain additional customers, market share and brand loyalty.

CHALLENGE

- DFB recognized an opportunity to utilize a Sustainable Supply Chain Program to assist with customer inquiries relating to environmental attributes of DFB's individual products and materials

SOLUTION

- Development of process diagrams illustrating the flow of customer request-to-response activities, functional department responsibilities, and information systems used for managing work flow
- NYSP21 examined typical and anticipated sustainability-related customer demands and identified product level certifications that meet these demands
- NYSP21 performed gap assessment of the DFB Sol-R-Control Manual Shade
- A guidance document was developed by NYSP21 for tracking transparency of suppliers and material content, including a supplier Code of Conduct (CoC) and a supplier survey

RESULTS

The following was implemented as a result of NYSP21's assistance:

- Recommendations to request a signed Code of Conduct (CoC) from supplier
- Supplier survey from suppliers to ensure transparent and traceable information for use in accurately responding to customer sustainability requests
- Maintain customer brand loyalty and potentially gain market share

NYSP21 PARTNERS



University at Buffalo
The State University of New York



New York Manufacturing Extension Partnership

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