

# SUSTAINABLE SUPPLY CHAIN PROGRAM



## CASE STUDY

### NYSP2I 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 (NYSP2I) evaluated the manufacturer's readiness to respond to customers' environmental sustainability questionnaires. NYSP2I 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. NYSP2I developed an environmental aspect and impact chart enabling the manufacturer to evaluate and identify significant environmental aspects. NYSP2I 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, NYSP2I developed a Readiness Gap Assessment document detailing the findings, observations and recommendations for improvement opportunities.

Using the tools developed by NYSP2I, 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 (NYSP2I) 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

## NYSP2I PARTNERS

R·I·T  Rensselaer

  
University at Buffalo  
The State University of New York

Clarkson  
UNIVERSITY

New York Manufacturing Extension Partnership

Funding provided by the Environmental Protection Fund as administered by the New York State Department of Environmental Conservation. © 2018 Rochester Institute of Technology  
Any opinions, results, findings, and/or interpretations of data contained herein are the responsibility of Rochester Institute of Technology and its NYS Pollution Prevention Institute and do not represent the opinions, interpretation or policy of the State.

111 Lomb Memorial Drive, Bldg. 78  
Rochester, NY 14623

Tel: 585-475-2512  
Web: nysp2i.rit.edu  
E-mail: nysp2i@rit.edu