CASE STUDY [MANUFACTURING & DISTRIBUTION]

Colorpak
In a world overflowing with products, packaging is a big business. Colorpak, and their sub-business BrandPack, design, print and manufacture cardboard cartons and packaging for a wide range of consumer products - from beer, to chocolate, to paracetamol tablets.

Business Benefits

- All teams have access to a single source of best practice processes
- Simplified risk and incident management
- Incidents are identified before they impact clients
- More effective process management
- Improved quality and service delivery
- Client feedback reflects improvement in delivery and service

The packaging industry is ultra-competitive, with big brand clients expecting extremely high levels of quality and great service. Colorpak had a great product range, but they were looking for a better way to manage risk and deal with incidents as they arose.

They were implementing a new ERP system and also wanted to improve customer service and increase staff engagement. That’s where Nintex Promapp came in.
Improving incident management.

Before implementing Nintex Promapp, Colorpak had no single way to manage risk or log incidents. With Nintex Promapp they’re now able to manage ISO, and health and safety accreditation and incidents on one platform.

Higher employee engagement coupled with faster, more efficient handling of issues through Nintex Promapp’s incident management add-on means that most problems are now picked up and resolved before they reach the client.

Before Nintex Promapp, the majority of incidents were generated by customer complaints - they’re now more often picked up in the system by employees, which means they can be resolved before they impact customer service.
Staff engagement was one of Colorpak’s goals when they chose to work with Nintex Promapp. They wanted staff at every level to take responsibility for mapping and improving their work processes.

To achieve this, right from the beginning all staff who had a login or access to a work terminal were trained on Nintex Promapp so they could start using Nintex Promapp and accessing process maps straight away.

After that, process leaders emerged and started working to improve their own processes. Because Nintex Promapp allows for collaboration and sharing work, it provided a forum for constructive debate and decision-making around who was responsible for each process.

‘Nintex Promapp is a natural vehicle for creating “one source of the truth” and one reference point for process information. It made it easy to clarify hand-offs - where responsibilities and authorities started and ended. It generated a lot of positive energy and constructive debate which allowed us to get to best practice early and then to maintain it,’ says Garth Pickett, General Manager, Colorpak

Once the Colorpak team had most of their processes mapped to reflect their view of best practice, they overlayed the risk management add-on onto the processes they’d mapped. This enabled them to integrate GMP & HACCP – a critical requirement for their business.

Finally, they implemented the incident management add-on to manage non-conformance and health and safety incidents. Garth says this has been key to Colorpak’s ability to drive continuous improvement through their processes.

‘For me the incident management add-on really tied it all together. It brings your health and safety incidents, and your quality incidents together onto a platform which then uses workflow to manage resolution of those incidents.’

GARTH PICKETT
General Manager
Colorpak
In the competitive printing and packaging industry, service can mean the difference between growth and stagnation. Colorpak’s strategy has focused on delivering extremely reliable service and quality.

Nintex Promapp has been a powerful tool for improvement in this area. Because risk and incidents are now managed effectively in one place, mistakes are less likely. When they do occur, they’re picked up and resolved quickly, so they don’t impact clients.

Prior to Nintex Promapp, delivery was measured by accuracy per day - on a good day they would get to 90 - 95%. Now, they can go weeks without a single error.

Using Nintex Promapp, Colorpak has changed the way they work for the better. Staff are more engaged, delivery levels have improved, and mistakes are caught before they reach the customer.

This improvement hasn’t gone unnoticed. Recent customer satisfaction feedback rated Colorpak at the top level of suppliers. That’s a great result in an incredibly competitive industry.

With Nintex Promapp making continuous improvement a reality, the company can only keep getting better.

‘Colorpak is performing at a world-class level. I’m quite proud of it. I know that our customers appreciate it, and I’m very pleased that Nintex Promapp has formed part of our operational strategy for getting to where we are now.’

GARTH PICKETT
General Manager
Colorpak
About us

Promapp is now part of Nintex. We believe that expressing and managing process knowledge simply is crucial to sustaining an ongoing culture of process improvement. With our intuitive and powerful cloud-based process management and automation capabilities, used by 8,000+ organizations worldwide, our customers and partners can easily manage, automate and optimize business processes with clicks not code.

Sign up for a 30-day free trial or join an intro webinar to see Nintex Promapp, the process platform teams love to use, in action.