

CUSTOMER CONTINUES COMMITMENT TO QUALITY

ABOUT CUSTOM PACKAGING, LP. Custom Packaging is an independent sheet plant with locations in Lebanon, TN, and Arden, NC. Since 1968, they have been a leader in the manufacturing of corrugated cartons, graphics packaging and point-of-purchase displays. With continual investment in their equipment, technology and employees, Custom Packaging has built a company with the ability and expertise to help their customers throughout the packaging process.

THE CHALLENGE. Quality is part of the culture at Custom Packaging and they are committed to the principles of Safety, Quality and Productivity. Part of this commitment is the application of the ISO 9001:2015 Quality standard to their operation.

MEP CENTER'S ROLE. Custom Packaging requested the assistance of the University of Tennessee Center for Industrial Services to provide ISO 9001:2015 Leadership and Internal Auditor training classes. University of Tennessee Center for Industrial Services resources had recently updated the center's ISO materials to reflect changes to the standard and staff were able to provide three days of in-house training for Custom Packaging. The training included a review of the updated standard, auditing best practices, and hands-on case studies allowing the participants to practice auditing their own processes.

"The training classes offered by UT have been a valuable resource to our company and have helped strengthen our focus on providing a quality product to all of our customers."

-Wes McCubbin, Quality/ISO Manager

RESULTS



\$70,000,000 in increased or retained sales



\$3,600 in training

CONTACT US



193 Polk Ave, Suite C
University of Tennessee
Center for Industrial Services
Nashville, TN 37210



(615)532-8657



www.cis.tennessee.edu



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Industrial Services**
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