

## INVESTING IN WORKFORCE EXCELLENCE DRIVES CONTINUOUS IMPROVEMENT AND OPERATIONAL SUCCESS

**ABOUT GREEN BAY PACKAGING INC.** Green Bay Packaging operates the Arkansas Kraft Division (AKD) in Arkansas. AKD is a fully integrated pulp and paper mill that produces high-quality kraft linerboard and corrugating medium using a sustainable blend of virgin and recycled fibers. Additionally, Green Bay Packaging's Fiber Resource Division (FRD), also located in Morrilton, focuses on land management, land purchasing, and wood procurement. The FRD Division manages hundreds of thousands of acres of forest, ensuring a steady supply of quality raw material to AKD. AKD is certified to the Sustainable Forestry Initiative® Chain of Custody standard as well as the Forest Stewardship Council® Chain of Custody standard, reflecting the company's commitment to sustainable forestry practices.

**THE CHALLENGE.** Green Bay Packaging required ISO 9001:2015 Internal Auditor Training to comply with international quality standards. Maintaining ISO 9001 certification is essential for the company, ensuring continuous improvement, customer satisfaction, and operational efficiency. Regular employee attrition creates an ongoing need to train new internal auditors to maintain compliance and uphold the quality management system. The demand for ISO 9001:2015 certified professionals continues to grow, making this training a strategic investment in the company's workforce and long-term success.

**MEP CENTER'S ROLE.** To address this need, Arkansas Manufacturing Solutions provided an ISO expert to conduct ISO 9001:2015 Internal Auditor Training. This training ensured that employees gained the necessary skills to effectively perform internal audits, identify non-conformance, and drive continuous improvement. The training not only enhanced Green Bay Packaging's internal auditing capabilities but also reinforced their commitment to quality and compliance with international standards. Additionally, the company leveraged available grant funds to offset the cost of the training, maximizing cost savings. Through this initiative, Green Bay Packaging successfully trained new internal auditors, strengthening their ability to maintain ISO 9001:2015 compliance. Employees developed valuable auditing skills that improved internal processes, enhanced product quality, and contributed to operational efficiency.

**"The ISO 9001:2015 Internal Auditor Training provided by Arkansas Manufacturing Solutions was invaluable to our team. The expertise of the instructor, combined with real-world applications, gave our employees the confidence and skills they need to effectively conduct internal audits. This training has not only strengthened our quality management system but has also contributed to overall operational efficiency. Additionally, securing grant funding to offset costs made this a win-win for our company. We highly recommend this program to any organization committed to continuous improvement and quality excellence." — Lisa Greene, Green Bay Packaging Inc. – AKD"**

-Lisa Green, Training Manager, GBP AKD

## RESULTS



By utilizing grant funding, the company achieved a cost savings and avoidance of **\$20,000.**



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Employees gained valuable skills that improved processes & contributed to operational efficiency.

## CONTACT US



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