

Packaging Solutions *Ingersoll Paper Box Co. Ltd.*

BROWN IS GREEN

INGERSOLL PAPER BOX CO. LTD. IS AGGRESSIVELY MARKETING ITS HIGH-TECHNOLOGY PRODUCTION EQUIPMENT AND THE RECYCLABILITY OF ITS PRODUCTS.

Written by Russ Gager



When consumers see paper box packaging vs. plastic packaging, they think of the environment and the sustainability and recyclability of the packaging. That mentality, along with keeping up with the latest trends in packaging technology is keeping Ingersoll Paper Box Co. Ltd. prospering.

Founded in 1922, the family owned company is now in its fourth generation as President David Skinner and his daughter, Managing Director Sarah Skinner, manage the company's 80,000-square-foot manufacturing plant including a 38,000-square-foot-warehouse at its headquarters in Ingersoll, Ontario.

"We sell all over Canada and into the U.S.," Sarah Skinner says. "The majority of our folding cartons is for the pharmaceutical industry, so the quality and accuracy have to be spot-on."

The remainder of the company's folding cartons is manufactured for retail and consumer goods from standard to custom designs that can require computer-aided design, printing, die-cutting, embossing, folding and gluing.

"We can do very small runs to large quantities," Skinner continues. "The small, locally produced products you may only see in our area, whereas the large corporations ship worldwide. We strive to work closely with our customers no matter what size they are."

CUSTOMER INPUT

Ingersoll Paper Box Co. has structural designers on staff for customers who need that input. John Skinner, Sarah's brother, runs this department. "We are geared to what the customer is asking for," Skinner emphasizes. "Because every single order is completely different. One customer might want us to design everything, and another might have everything done for us. We take what their designers have done and produce it."

Personal customer service is what keeps the company on solid ground. The company's customers receive specialized attention. "Each customer has one dedicated customer service representative that knows all about their company orders that are going through and the projects we are working on with them," Skinner says.

Being a smaller company enables Ingersoll Paper Box Co. to turn on a dime. "Since we are such a small company, we specialize in quick turnarounds," Skinner notes. "A customer can give us an order, and we can have it to them within a few days. It's typically one week from finished artwork when we have an official signoff. It usually takes an extra week if we're working with artwork and getting it printable."

Most of Ingersoll's customers need their orders fulfilled just-in-time. "Because we work with the pharmaceutical industry, most of our orders are the make-and-ship type," Skinner concedes. "We always have raw materials on hand, and that is how we are able to achieve quick turnaround."

Skinner estimates that Ingersoll keeps approximately 30 days of materials on-hand. The company's suppliers usually require six to eight weeks to get materials to them. Most of the materials are purchased on the eastern seaboard of Canada and the United States.

LATEST TECHNOLOGY

Among the latest technological acquisitions at Ingersoll Paper Box Co. is an automatic sheet inspection machine that electronically compares every printed carton to a client-approved proof. The four high-speed inspection cameras detect imperfections on products whether they are printed, hot-foiled or embossed. The machine also is fitted for the detection of bar codes and security marks on the reverse side of the product.

"This is one more way to ensure that the customer is getting exactly what they are looking for," Skinner points out. "The vision system detects typos and flaws in the printing. The other day it was kicking out boxes with fiber hairs on them. So any imperfections in the board the MK420 will detect. We looked at all the different versions on the market, and the Masterworks MK420 Inspector was one of the best ones that we felt would cater to our needs."

The company also has an in-line system that embosses and checks the Braille marking that is typically found on pharmaceutical packaging. Using high-speed camera technology and custom lighting, the machine embosses and examines each Braille-embossed carton at full production speed, checking the depth and accuracy of each dot.

Ingersoll Paper Box Co. is scheduled to receive a new seven-color UV printing press in April. The company is ISO 9001:2000-certified. Since 1998, Ingersoll has successfully completed several cGMP packaging audits that have been carried out by customers' quality departments and by quality auditing specialists.

SUSTAINABLE PACKAGING

A trend that Ingersoll Paper Box Co. is keeping up with is using materials that are certified by the Forest Stewardship Council (FSC). "A few years ago when the FSC came out, a lot of our customers wanted to take advantage of it," Skinner recalls. "We're always having meetings with board suppliers to see what is coming out so we can talk to our customers. Anti-counterfeiting is always a big concern, especially with pharmaceutical companies."

Recycling is practiced diligently at Ingersoll Paper Box Co. "We recycle all our off-cuts and waste materials so none of it goes to the landfill," Skinner maintains. "All of our scrap material is 100 percent recycled. We send it back to the mill to be re-produced into boxboard. There's not as much waste as there was 10 or 15 years ago. The industry is a lot more automated, and it's getting better every year. I would suspect over the next year our waste is going to go down considerably. We are currently working on what our goals will be for the next three years."

Skinner also anticipates the installation of a solar hot water heating system at Ingersoll Paper Box Co. "I see the future as very exciting, with more expansion out of the same facility," she concludes.