

# CASE STUDY



# Orchid Orthopedic Solutions

The logo for Orchid Orthopedic Solutions, featuring the word "ORCHID" in a stylized, italicized, blue font with a white outline, set against a white rectangular background.

**ORCHID**

Medical Devices



## Situational Overview

Orchid Orthopedic Solutions, a leading medical device contract manufacturer, specializes in producing high-quality components for prominent global medical device companies. The company is recognized for its precision in manufacturing parts for various medical devices, such as knee joints.

As a critical player in the medical device supply chain, Orchid faced significant challenges in safely transporting delicate parts within their facility and during shipping to clients, according to Brendon Kuch, buyer at Orchid Orthopedics.

Brendon noted that the company needed a reliable solution to protect their delicate parts during transit. They sought a supplier capable of providing durable, effective, and cost-efficient packaging solutions that would prevent damage while being mindful of budget constraints and lead times.

## Challenges

The primary issue Orchid encountered was the frequent damage to small, delicate parts during their handling and transport processes. These parts, which are essential components of complex medical devices, required careful handling to maintain their integrity and functionality.

Before integrating Ready-Made Plastic Trays, products were damaged either by rough handling on trucks or when they were unpacked by receiving companies that used knives to cut through bubble wrap, leading to potential scratches. This damage not only led to increased waste and costs but also delayed production schedules and affected customer satisfaction.

Another challenge was the time-consuming process of counting parts. Counting required either hand counting or using scales, which was inefficient and labor-intensive. Ready-Made's trays made counting easy, since there are a set number of slots in every tray, so trays could be counted instead of individual parts.

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Lastly, disorganization was a frequent issue, with parts falling out of open tote bins, creating further complications in their operations. The Ready-Made trays stacked well into tote bins, or the team just put a cover tray on top of a stack of trays and transported them without a bin.

### Actions

The Orchid team followed a general process of obtaining quotes from multiple vendors to secure competitive pricing and favorable lead times. Brendon and his team discovered that Ready-Made offered a range of strong and durable plastic trays specifically designed to protect delicate components during transport.

Ultimately, they found Ready-Made Plastic Trays to be the best fit for their needs.

#### Ready-Made provided Orchid with several options, including:

1. **Standard Trays:** These trays met the needs of most of Orchid's parts, offering robust protection and efficient stacking during storage and transport.
2. **Custom Trays:** For certain specialized components, Ready-Made was able to design and manufacture custom trays tailored to the exact specifications of Orchid's products. This customization ensured that every part was securely held in place, minimizing movement and risk of damage.

Brendon emphasized the importance of Ready-Made's timely deliveries, competitive pricing, and exceptional customer service. With over 20 years of collaboration with Ready-Made, Orchid has experienced consistent support and responsiveness, allowing them to maintain smooth operations.

### Results

Since implementing the Ready-Made Plastic Trays, measurable improvements have been evident. For instance, a large bone reamer previously wrapped in bubble wrap often arrived scratched due to improper unpacking techniques. **After switching to Ready-Made plastic trays, Orchid reported a significant decrease in damage rates, from about 5% to nearly zero.**

Thus, the use of Ready-Made's trays has resulted in cost savings by reducing the number of damaged goods. Operational efficiency has also increased, with less time needed for counting jobs, as the trays provide a streamlined solution for counting parts effectively.

The partnership with Ready-Made Plastic Trays has yielded significant benefits for Orchid Orthopedic Solutions:

- **Reduced Damage:** The implementation of Ready-Made trays dramatically reduced the incidence of damage to delicate parts during both internal and external transport, leading to a decrease in waste and rework costs.
- **Cost-Effectiveness:** By utilizing durable plastic trays, Orchid was able to minimize losses associated with damaged parts, ultimately contributing to a more cost-effective operation.
- **Quick Turnaround:** The fast delivery times from Ready-Made ensured that Orchid could maintain their production schedules without delays, enhancing their overall efficiency.
- **Enhanced Customer Satisfaction:** With reliable packaging solutions, Orchid improved their delivery timelines and product integrity, resulting in higher satisfaction levels among their clients, including major medical device companies. Orchid also appreciates the customer support from the Ready-Made team.
- **Efficiency:** By using Ready-Made trays, parts are no longer scattered everywhere, making it easier to get them into machines.

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Brendon expressed that the collaboration with Ready-Made has been seamless, with no major issues regarding the trays. He praised the company's commitment to manufacturing in the USA, aligning with Orchid's values of supporting local businesses and ensuring quality.



### Conclusion

Orchid Orthopedic Solutions' experience with Ready-Made Plastic Trays highlights the importance of effective packaging solutions in the medical device manufacturing sector. The combination of strong, durable trays, customizable options, and exceptional customer service makes Ready-Made an ideal partner for contract manufacturers facing similar challenges.

For other medical device manufacturers looking to enhance their operations, reduce costs, and protect delicate components, Ready-Made Plastic Trays is a trusted partner worth contacting. For standard trays or customized solutions, Ready-Made's dedication to quality and service helps customers focus on what they do best—manufacturing high-quality medical devices.

**"I appreciate how Ready-Made Plastic Trays have transformed our operations. Since implementing them, we've significantly reduced our damage rates and simplified our counting processes. It's been a game-changer for us!"**



**Brendon Kuch**  
Buyer, Orchid Orthopedics