

# Paper Analysis Results in Streamlined Production

## Challenge

A global credit card services provider printed more than 75 million customer statement sheets each month but began experiencing issues with its jumbo roll paper supplier. Damaged rolls caused production downtime and frequent returns, while the paper itself failed to deliver acceptable logo color density. The heavy 24 lb. stock also added unnecessary postage costs.

## Solution

Taylor already supplied other products to the company and offered to assess the jumbo roll process. At the client's processing facility, Taylor's paper and printing experts reviewed every production detail and collaborated with engineering, marketing and warehouse teams. Their recommendations centered on a proprietary manufacturing process to ensure consistent, high-quality output.

- Taylor determined that a lighter 20 lb. paper stock would be more environmentally friendly, reduce postage costs and still perform well on high-speed equipment.
- We tested the specified jumbo rolls for moisture content, stack lean, curl, line skew and perforation tensile strength to ensure smooth production performance.
- The new 20 lb. stock was verified to provide superior color density when the company's logo was applied in a step-and-repeat pattern.
- Every aspect of the supply chain was managed for maximum control and consistency, including more efficient shipping methods that reduced freight costs and enabled just-in-time replenishment.

## Results

The new jumbo rolls recommended by Taylor provided a variety of benefits for the client.



### COST REDUCTION

The change to a lighter 20 lb. paper resulted in significantly lower postage costs.



### PROCESS EFFICIENCY

Production downtime due to damaged and faulty rolls was dramatically reduced.



### INVENTORY CONTROL

Backorders were eliminated and on-hand paper quantities were known at all times.