

## CASE STUDY

# Co-Packers (QLD) Pty Ltd

Co-Packers (QLD) Pty Ltd is an Australian-owned and operated manufacturing and distribution business at Sumner Park, approximately 30 minutes Southwest of Brisbane.



## BACKGROUND

Co-Packers manufactures and distributes a range of plastic products for the packaging and construction industries using injection moulding and blow moulding. Construction products include cage spacer wheels, cage feet, bar chairs, and end caps, that are used to maintain the position of reinforcing within poured concrete foundations and piling.

Janine Foley is the Office Manager at Co-Packers and has been a valuable part of the team for ten years. *"The QS Toolbox software was initially required to obtain ISO 9001 accreditation for a major customer, but it has had a flow-on effect regarding other customers. A work colleague mentioned Ian Clark's name at QS Toolbox by chance, and as they say, the rest is history."*



Co-Packers heavy-duty cage wheel spacers guarantee consistent structural integrity in concrete pilings.

## IMPLEMENTATION

Colin Bray, Business Development Manager at Co-Packers, started when QST was being implemented in 2007. Colin recalls, *"I'd come from a custom moulding background, where each job is for a custom item, and you need to figure out the correct process parameters each time so there's lots of variation. With Co-Packers, it's quite different. There's a range of products that need to come out the same every time. You need systems and processes in place to control and maintain that consistent and reliable quality of output."*

Co-Packers achieved ISO 9001 certification in 2008 and have maintained it since then with QS Toolbox.

## KEY BENEFITS

Toolbox is popular because it is easy to operate, update, and monitor from an administration perspective and has the benefit of being a centralised digital management system.

Janine says, *"I have found Toolbox easy to use, update, and monitor. It was a bit daunting initially, like any new program, but it's fairly easy to navigate. I like that it's all in one place. The best result from using QS Toolbox for me is having the review dates. They are essential from my point of view."*



The management system helps Co-Packers maintain quality in their innovative products. Colin shares, *“Some of our products are made to Australian standards, and we do batch testing to verify that the parts comply with those standards. A key process control is the use of machine setup sheets for every product. These hold all the process parameters for the injection moulding machines to make that part the same every time. Other important documents are staged inspection plans and work instructions. Before Toolbox, these critical documents were just dumped on the server and were not well controlled.”*

Co-Packers now controls documents in QS Toolbox. *“Any changes get fed back into QST, and because it keeps the history of previous versions, we can always go back to look at them. That’s really handy if something starts to go off track because we can dig into years of historical machine setups to see where that drift might be coming from. Some of these setup sheets go back to when our machines were all manual dials and knobs.”*

Colin uses the QS Toolbox Issues module whenever there is a problem to solve or changes or improvements to be made. He says, *“We don’t get many problems, but they are all tracked in QS Toolbox. Entering issues works well, and it’s easy to add images to make a story.”* Co-Packers’ issues data includes nonconformance, supplier issues, customer complaints, safety hazards, audit findings, and improvement requests, going all the way back to 2008. It’s a tremendous body of knowledge. For the annual management review, Co-Packers uses the built-in reports to see trends in Issues over time.

QS Toolbox’s reporting processes are valuable from a management perspective for reporting and future planning, and Janine likes that you can see what happens over a set period. *“I like comparing previous years to see how we have improved. We use the Issues report, and the management team uses QS Toolbox reports for future planning as part of our annual review,”* she says.

## RECOMMENDATION

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Colin says, *“At Co-Packers, we use QS Toolbox as the single source of truth to control machine setup sheets, staged inspection plans, work instructions, and other documents. We have reliable, trusted processes, and we know that it works.”*

Janine shares, *“I would recommend QS Toolbox and the software support we receive to other businesses that would benefit from it. Documenting our processes has led to better outcomes for all, and I like that it’s all in one place where we all have the same access.”*

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For any business seeking a dependable, user-friendly compliance management solution, QST stands out as a highly recommended choice. Contact the QST Team to request a demo and discuss our compliance management systems today.