

On Trend with TrendPac

WITH A HIGH VOLUME OF PRODUCTS TO TRANSPORT, AND MANY OF THOSE PRODUCTS REQUIRING GENTLE HANDLING TO GET THEM TO THEIR DESTINATION SAFELY, TRENDPAC HAS SHIFTED ITS ENTIRE PALLET REQUIREMENTS TO LOSCAM DURING THE PAST TWO YEARS.

TrendPac is an Australian success story. The business first opened its doors in 1963 and since that time it has thrived while remaining an Australian-owned business. Based in New South Wales, TrendPac provides manufacturing, packaging and product development services for a range of everyday products.

"We manufacture a range of personal care products, such as hair care and skin care products as well as household cleaning products, such as dishwashing liquids, toilet cleaners, multi-purpose cleaners and laundry products," says Mr Steven Hyde, TrendPac Managing Director.

"We also manufacture commercial cleaning products and pet care products."

TrendPac's strength is being able to turn a client's initial idea into branded or private label retail packs - so it offers a service from concept to the finished product. A fully-equipped laboratory offers new product formulation development, formulation and packaging, the ability to upgrade existing formulations and product registration capabilities.

TrendPac is located just over an hour north of Sydney on the Central Coast of NSW. From there the business has a well-established delivery network spanning the country and the business

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is expanding into international marketplaces, too. TrendPac's clients include major Australian supermarket chains and multinationals.

"We distribute nationally throughout Australia to the state warehouses of ALDI stores, Coles, Woolworth and Metcash, and to the warehouses of a number of customers for whom we manufacture branded products as their contract manufacturer," says Mr Hyde.

TrendPac relies on two of Loscam's core products - the standard pallet and the D pallet. On average the business uses 1,000 wooden pallets and 500 D pallets per week.

"We moved over to Loscam completely for a number of reasons and price wasn't the only factor," says Mr Hyde.

"The quality of pallets is better and we get them in a better state of repair and so can use them for customers who want their stock on good quality pallets. Staff also tell me that the D pallet is sturdier and better quality. Pallets go into retailers' warehouses and now there are a lot of automation on site, so the quality of pallets is an important consideration for us."

TrendPac Warehouse Manager, Norm Brown agrees the quality of Loscam pallets has been a benefit for TrendPac.

"They are a better quality pallet with next to no damage or nails sticking out. They're a cleaner pallet and they are lighter which means less freight charge when paying a per kilo rate," says Mr Brown.

"LOSCAM'S ATTENTION TO DETAIL AND CUSTOMER SERVICE STANDARDS HAVE IMPRESSED TRENDPAC."

Loscam's standard radiata pine pallets weigh 8 to 10 kilos less than a typical hardwood pallet. On a 22 pallet load this reduces weight by about 220 kilos, resulting in reduced fuel and freight costs. And in an era when businesses are also looking to reduce their environmental footprint, Loscam's 'new gen' pallets are made from sustainable pine forests.

Mr Brown says Loscam has also helped to reduce the number of lost pallets in the system.

"Overall Loscam offers a much better system to use and track pallets. Excellent account staff keep our account up-to-date and we also have a quarterly stocktake and reports," he says.

Mr Hyde says Loscam's attention to detail and customer service standards have impressed TrendPac.

"Loscam proactively make sure we have the right processes in place so we don't lose pallets. The one-on-one training given to staff and account reps keeping in contact with us in case any problems pop up is a great help," he says.

"Loscam go out of their way to look after the customer."



(From left to right) Jake Richardson Australian Institute of Management Young Manager Advisory Board Member presenting Certificate of Award to Kylie Kuchel, Customer Service HMS & Sales Executive, Loscam Australia

Well done Kylie!

Kylie Kuchel from our South Australian team had the honour of being nominated for the Australian Institute of Management (AIM) Excellence Awards, in the category of Young Manager of the Year 2015. This category recognises successful young entrepreneurs and business leaders. "Kylie presents as a confident young woman with aspirations to develop her management skills and has the potential of becoming a great manager", said Ms Debbie Constable, AIM Corporate Solutions Manager, Kylie's nominator.

Kylie attended the awards dinner in late August, and while she was not the ultimate winner, she was thrilled to be nominated and learnt a lot by participating.