



## **CASE STUDY:**

On the path to “zero waste to landfill”

# Case Study

## *How Stericycle designed and implemented a program to help a manufacturer work toward environmental sustainability—and maximize cost recovery of resources*

Stericycle was awarded business as the Site Solution Provider (SSP) for a large multinational company that operated a consumer product manufacturing facility in Ontario, Canada.

The site, which ranked first in North America across the company's facilities, had received a prestigious manufacturing excellence award—the highest recognition among manufacturing facilities—and received best-in-class results for manufacturing and culture. The team was eager to take their facility to the next level, by working toward zero-waste-to-landfill operations.

### **The design of the SSP program**

Our SSP Management Program was designed to meet the customer's goals of increased beneficial reuse and reduced waste generation, while controlling costs and adhering to all of the customer's corporate policies. We created a program that could be implemented in a phased approach, developing solutions for the customer based upon their current goals and manufacturing activities. Within this program, continuous improvement opportunities are presented over time to limit disruptions for the facility.

### **The value of the program**

We believe the value of this SSP program lies in its continuous strengthening of the improvements implemented to date by the facility. Our program has ensured that all non-viable material leaving the facility is managed in accordance with the company's corporate policy and is clearly reported to the plant and the corporate organization. Ultimately, our SSP Management Program has delivered compliance, data visibility, accurate and timely reporting, and reduction in administrative burden—and has shown the value of working with a partner who will function with the customer's goals in mind.

In addition, the customer has access to a single source for auditing service partners.



*Our SSP Management Program has shown the **value of working with a partner who operates with customers' goals in mind.***

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## Implementing the program

### *Phase I: Establish a baseline and transition responsibilities*

- Stericycle assumed immediate responsibility for all by-products leaving the facility, including recyclables, solid waste and hazardous waste. To ensure minimal disruption to the facility, we worked with a mix of current vendors and identified partners. This included the following tasks:
  - Conducting a waste stream analysis to establish a baseline
  - Transitioning the facility's hazardous waste disposal and transportation needs to Stericycle
  - Providing invoice and relationship management
  - Monitoring the fee/rebate schedule, maximizing logistics and collecting data
  - Working with all vendors to ensure accurate and consistent reporting of recycling commodities
- During this phase, we continued our initial evaluations of alternative solutions to increase the percentage of materials recycled, make logistical enhancements and reduce landfill usage. We were able to identify the largest improvement opportunities based on areas where we could further reduce, reuse, recycle and compost to divert waste from landfill. We also documented the total cost impact. As we developed additional solutions, we presented them to the customer for review and approval.

### *Phase II: Enhance the program*

- We continued to implement new agreed-upon solutions to meet their goal of zero waste to landfill, audit their vendors (as necessary) and put into place contracts with chosen partners to enhance the program.
- We placed a team member on site, five days a week, to act as a resource and perform duties as outlined in the SSP contract.

### *Phase III: Make continuous improvements*

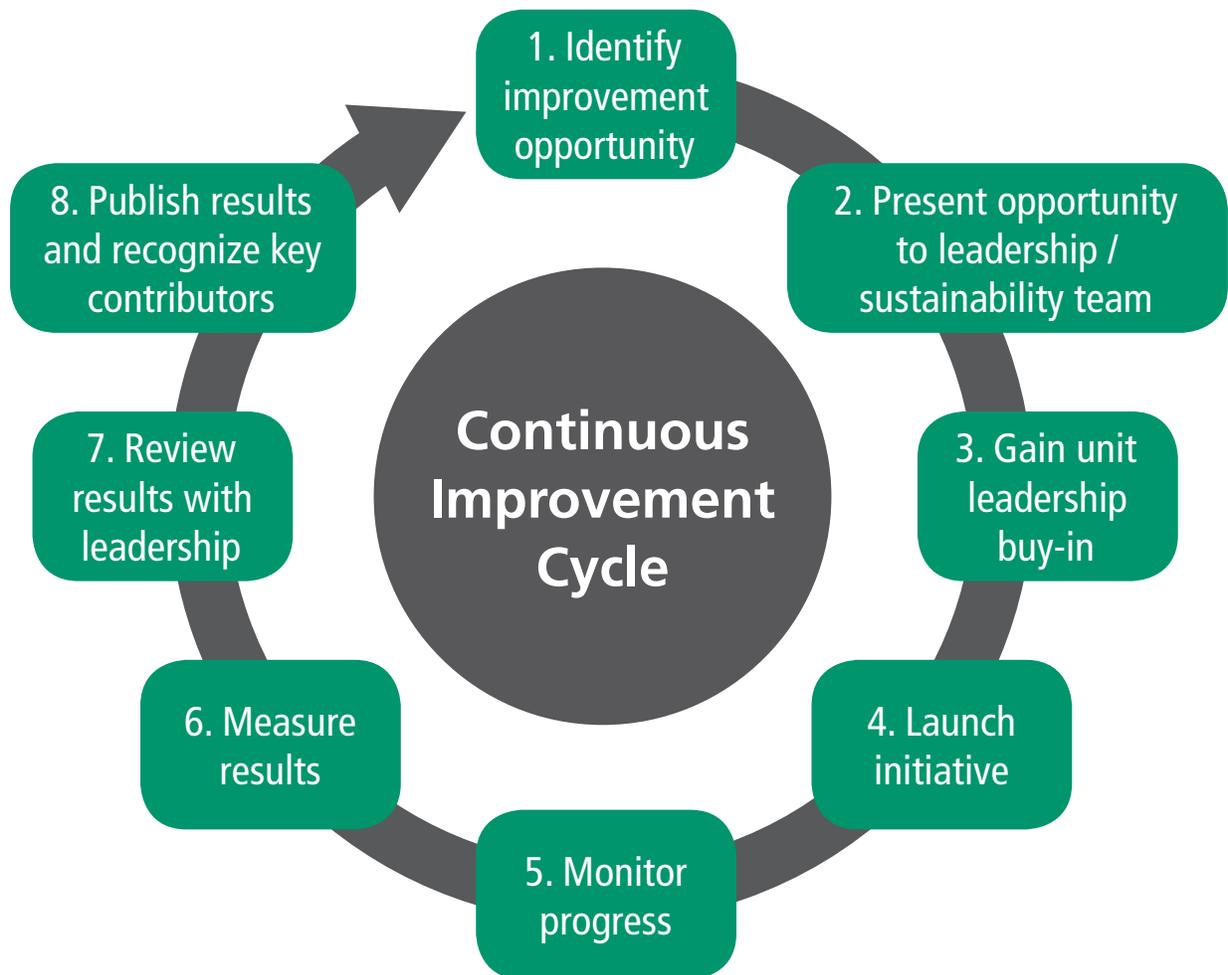
- We're committed to bringing continuous improvement opportunities to the customer on a project or line-item basis, bringing them increasingly closer to their goal of zero waste to landfill. These opportunities are documented and mutually evaluated as developed.

*We're committed to **bringing continuous improvement opportunities** to the customer on a project or line-item basis.*

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## **Continuous Improvement and Corrective Action**

*This diagram illustrates the ongoing nature of our continuous improvement process.*



The customer recently renewed a three-year agreement with Stericycle, demonstrating their satisfaction with the program and the results that have been achieved to date.

### **For more information**

To learn more about how our Site Solution Provider Management Program experts can help your company with guidance and solutions for regulatory compliance and environmental responsibility, please contact us at **1.855.277.0388**, [envsolcustserv.on@stericycle.com](mailto:envsolcustserv.on@stericycle.com) or [www.stericycle.ca/SSP](http://www.stericycle.ca/SSP).