



SECTOR CASE STUDY

SUSTAINABLE PACKAGING SOLUTIONS THAT DELIVER MATERIAL AND COST SAVINGS

Improvements in the environmental sustainability of Ricoh Europe Supply Chain Management's printing solutions packaging for European distribution represent a significant milestone in their roadmap toward sustainable operations.

DHL Supply Chain – Excellence. Simply delivered.



Ricoh is empowering digital workplaces using innovative technologies and services that enable individuals to work smarter from anywhere. A leading provider of digital services, information management, and print and imaging solutions, Ricoh is a pioneer in sustainability initiatives with challenging targets to achieve carbon neutrality by 2050.

With a relationship spanning over 15 years, Ricoh Europe Supply Chain Management (RESCM) approached us to look for opportunities to address the sustainability of their operations, starting with their existing packaging solutions for finished goods and spare parts. Working towards the environmental sustainability of their logistics operations is part of Ricoh's committed targets with the Science Based Targets initiative to reduce absolute scope 3 GHG emissions from purchased goods and services, transportation, and product use emissions by 40% by 2030.

CUSTOMER CHALLENGE

As part of RESCM's wider sustainable operations project at their DHL-operated facility in the Netherlands, we began investigating how to lower the amount of packaging used in printing solutions products for European distribution. This product category, which includes finished goods and spare parts, comes with very particular requirements per quality standards dictated by the manufacturer. Therefore, the solution needed to achieve the sustainability objectives outlined without compromising product integrity and quality. This required the teams to comprehensively audit all existing packaging solutions, documenting all manufacturing requirements and a detailed overview of current packaging material usage.

CUSTOMER CHALLENGE

- Improve sustainability of packaging for printing solutions products
- Complex requirements for product category dictated by the manufacturer
- Ensure sustainable solutions without compromising product integrity and quality

DHL SUPPLY CHAIN SOLUTION

- Finished goods label reduction by 22 cm²
- Picking label size reduction from 11 x 9 cm to 9 x 6 cm
- Weight reduction of the two most commonly used boxes for spare parts by 20.3% and 8.2%

CUSTOMER BENEFITS

- Finished goods label reduction delivered savings of 9,900 m² backing label waste with a cost reduction of €8,000 per year
- Picking label reduction delivered 46% decrease in backing label waste, equivalent to 8,280 m², with €5,500 in cost savings
- Box size reductions saved up to 4,141 kg of cardboard per year with cost savings of €1,565 per year

DHL SUPPLY CHAIN SOLUTION

A collaborative and long-standing partnership with RESCM enabled us to leverage the expertise of our warehousing and packaging experts to identify quick wins and how to generate long-term incremental efficiencies.

The first packaging solution implemented related to label sizing. Because the backing/lining of these labels is mainly single-use, non-recyclable material, size reductions would considerably impact waste that goes to landfill – which can generate significant CO₂ emissions through incineration. As a result, we reduced the finished goods label by 22 cm² and the picking label size went from 11 x 9 cm to 9 x 6 cm.

The second packaging solution implemented looked at decreasing the overall size of boxes used for printing solutions spare parts. The team looked primarily at the two most commonly used box sizes for these spare parts and achieved significant weight and size reductions. The next step is to look at other spare part box sizes and test various sustainable packaging options for efficiency and cost-effectiveness.

CUSTOMER BENEFITS

The new labels, box size improvements, and the CO₂ and waste reductions they delivered represent a significant milestone in RESCM's roadmap toward sustainable operations.

The label size standardization produced waste reductions and cost savings for the operation. The finished goods label reduction resulted in savings of 9,900 m² of backing label usage, with cost savings of €8,000 per year. The picking size label reduction delivered a 46% decrease in material usage and waste, equivalent to 8,280 m² of backing labels. This reduction had an additional €5,500 in cost savings.



Decreasing the sizes of the two most commonly used boxes for spare parts reduced the weight by 20.3% and 8.2%, saving up to 4,141 kg of cardboard per year. This reduction also represented a cost saving of €1,565 per year.

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