



## Customer Packaging Survey

Date \_\_\_\_\_

1. **Company** \_\_\_\_\_

Business Type \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

2. **Phone Contact** \_\_\_\_\_

Phone No. \_\_\_\_\_ Title \_\_\_\_\_

### 3. **Overview**

Average Number of Cartons Shipped: \_\_\_\_\_/ Day \_\_\_\_\_/Week \_\_\_\_\_/Month

What % of the Cartons Shipped Contain Packaging Material? \_\_\_\_\_

What % of shipments are returned due to product damage? \_\_\_\_\_

### 4. **Application**

Describe product being packaged. \_\_\_\_\_

\_\_\_\_\_

Multiple Units in Pack? \_\_\_\_\_

\_\_\_\_\_

Weight of unit? \_\_\_\_\_ Average Weight of Carton? \_\_\_\_\_

Dimensions of products? \_\_\_\_\_

Describe the fragility level of contents (very fragile, fragile, robust) \_\_\_\_\_

\_\_\_\_\_

Desired characteristics required for internal cushioning (fill, cushioning, block &

brace, separation). \_\_\_\_\_

\_\_\_\_\_

Is product perishable or hazardous? \_\_\_\_\_

**Packaging Materials Currently Used CIRCLE ALL THAT APPLY**

**Foam Products**

Foam In Place  
("Instapak")

Foam Wrap  
(Rolls/Sheets)

Custom Fabricated  
Foam

Molded Styrofoam

**Bubble/Peanuts**

Bubble Wrap

Plastic Loose-fill  
("Peanuts")

Starch Loose-fill  
("Peanuts")

Air Bags

**Paper Products**

Paper Wadding

Cellulose Wadding

Shredded Paper

Custom Corrugated  
Inserts

Newspaper

Other: \_\_\_\_\_

Describe the current packing and/or shipping environment? \_\_\_\_\_

\_\_\_\_\_

Are packages exposed to unusual conditions in storage and shipment (humidity, temperature, etc.?) \_\_\_\_\_

Are there opportunities to resize the cartons to reduce cube and/or weight?

\_\_\_\_\_

Are there opportunities to provide a more universal and flexible approach to the packaging process? \_\_\_\_\_

Is the current "out of box" experience positive for both internal stakeholders and the final customer? \_\_\_\_\_

**5. Current Problems:**

Damage (Describe) \_\_\_\_\_

Shifting or Settling \_\_\_\_\_

Labor/Productivity \_\_\_\_\_

Environmental/ Recyclability \_\_\_\_\_

Cost per application \_\_\_\_\_

Carrier response to current package. \_\_\_\_\_

Customer response to current package. \_\_\_\_\_

**6. Indirect Cost Savings Opportunities:**

Storage: \_\_\_\_\_

Productivity (speed, ease of use) \_\_\_\_\_

Material Handling: \_\_\_\_\_

Inventory Control (ordering, receiving, lead-time etc.) \_\_\_\_\_

\_\_\_\_\_

Inbound freight costs: \_\_\_\_\_

Other: \_\_\_\_\_

**7. Additional Stakeholders:** (Names, Titles & Phone Numbers)

Shipping Manager \_\_\_\_\_

Purchasing \_\_\_\_\_

Product Managers \_\_\_\_\_

Marketing \_\_\_\_\_

Engineering \_\_\_\_\_

Inventory Management \_\_\_\_\_

Quality Assurance \_\_\_\_\_

Major Customers \_\_\_\_\_

Transportation \_\_\_\_\_