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LIQUID ASSETS

Accupac leaders say that with the advantage of unmatched industry expertise, they deliver quality and on-time liquid contract manufacturing.

ACCUPAC OFFERS A LEVEL OF EXPERTISE hard to find among its competition, says Account General Manager Mark Hinkel. As a contract manufacturer of liquid health and beauty care products as well as prescription drugs for 30 years, he says the company has seen it all. "We've worked with experts from all ends of the healthcare and beauty care industries," he says. "With that experience to draw upon, we can anticipate the needs of our clients and proactively respond, [which] saves clients time and money."

Accupac's main goal is to complete projects on time, within budget and to the highest quality specifications, it says. The company accomplishes this through employee training and by continually upgrading facilities and system management.

Manufacturing the product itself, as well as the packaging, the company seeks to provide the proper resources to all its employees to ensure the on-time completion of each project. "We are focused on maximizing and upgrading our current

facility's equipment and personnel to ensure on-time delivery," he explains. "We put a great deal of money into our systems to make sure they can consistently deliver orders on time and with the highest quality."

Accupac emphasizes employee training to remain competitive and meet new industry challenges. The company uses a training program called Learner Web, a software program that ensures all employees are adequately trained within a certain time frame, Hinkel explains. "This training tracking system makes sure everyone is appropriately trained in their field in a timely manner, and highlights what training still needs to be completed."

This program is especially important, he adds, because every product the company produces must be manufactured according to, and compliant with, current good manufacturing practices [cGMPs]. ▷

PROFILE

Accupac
www.accupac.com
Sales: Approx. \$75 million
HQ: Mainland, Penn.
Employees: 250
Services: Contract packaging
Mark Hinkel, account GM: "We assess the customers' requirements to determine the best way to meet their needs."



▷ "All employees are trained in cGMPs on a regular basis to ensure quality control," Hinkel says.

It also operates a quality assurance department, working around-the-clock to maintain the consistency of its products. The team includes chemists, microbiologists, lab technicians, quality control inspectors, project engineers, validation technicians and regulatory compliance specialists. "We operate a laboratory that provides 24-hour testing of all the chemicals that come into our facility," Hinkel adds. "Our full microbiological laboratory system tests every product for purity. We have almost every type of analysis equipment available in the industry."

Its laboratory is especially important because it performs invaluable tests on each product, and has a variety of additional capabilities. "We are ahead of the curve with the latest lab service technology," the company explains. "Also, any Accupac employee who comes in contact with [any] product has received the appropriate and proper training through Learner Web."

Accupac explains that its manufacturing department has a variety of capabilities, as well. It offers the "complete processing of liquids, creams, lotions, pastes and gels," the company says.

Accupac explains that it also operates facilities dedicated to explosion-proof processing of alcohol-based products, facilities for bulk alcohol storage and manufacturing equipment with a capacity ranging from 30 gallons to 4,500 gallons.

Top-Grade Facilities

CURRENTLY IN THE PROCESS OF REMODELING AND ENLARGING its manufacturing facility, it hopes to increase its capabilities. "We're completing the entire renovation of our packaging area, and in the next six months we will complete an expansion of our quality-assurance laboratories," Hinkel says.

The company says that upgrading its facilities and improving its processes is integral to remain a competitive contract manufacturer. "We continually improve our facilities, upgrade our equipment and evaluate our processes," it explains. Its product specialties, it continues, include toothpaste, mouthwash and whitening products, as well as various topical products such as skincare, healthcare and beauty care products.

On-Time Delivery

BECAUSE OF THE COMPANY'S HISTORY IN THE INDUSTRY, Accupac can anticipate whether the customer's timeframe is feasible and advise the company accordingly, says Hinkel. Accupac developed a software-scheduling program to keep its projects on track. "In a volatile industry, projects are unpredictable and continuously change," Hinkel says. "From day one, we assess requirements and information and determine the best way to meet deadlines and complete the project on time."

It is imperative that companies in the industry give clients a realistic turnaround time, he adds. "We keep our promises," he says. "Customers appreciate that honesty and level of service. It's all about customer satisfaction, and that is why we're leaders in liquid contract manufacturing." ■

HARLAND AMERICA

Accupac is a quality contract packager for the pharmaceutical and other industries. Harland America has long been a partner with Accupac in solving the complex, time-sensitive and flexible requirements in labeling that it faces in every new project. Harland's goal is to help Accupac find quality solutions for its customers.