



GUIDE TO AUDITING A PALLET SUPPLIER

**How to ensure you are working with the
best pallet supplier for your business.**

2021 Edition



▶ TABLE OF CONTENTS

Table of Contents.....	i
The Importance of an Audit.....	1
IOS: Transparency & Honesty.....	2
IOS: Organization.....	2
IOS: Continued Investment Into Business.....	3
IOS: Clearly Defined KPIs.....	3
IOS: Employee Safety Program.....	4
IOS: Heat Treat Certifications.....	4
IOS: Environmental Stewardship.....	5
IOS: Experience & Professionalism.....	5
Takeaway.....	6
Easy Print Checklist.....	7

▶ THE IMPORTANCE OF AN AUDIT

WHY AUDIT

If your business relies on pallets for shipping products, having a pallet supplier that is dedicated to excellence and meeting your expectations is important.

A pallet supplier can be the difference between on-time delivery or delays for your product, an optimized supply chain or budget cuts, and peace of mind or constant worry and scrambling.

While most businesses understand this, the challenge that is often faced is identifying the perfect pallet supplier to trust with such an important responsibility.

HOW TO SUCCESSFULLY AUDIT USING THIS GUIDE

In this guide, we have outlined 8 IOS (Indicators of Success) that will help you audit a new or current pallet supplier. If your supplier possesses these indicators of success, confidently mark their traits down.

Each IOS is a vital characteristic of any pallet supplier worthy of your business, and together they will help you identify the perfect pallet partner.



▶ INDICATORS OF SUCCESS

TRANSPARENCY & HONESTY

Transparency and honesty is paramount in any business relationship, but it is especially important when it comes to pallets.

A pallet supplier that is dishonest, or not transparent about their operations, can hurt your bottom line directly.

AUDITING TRANSPARENCY

- ☐ Supplier has an open and honest grading and counting system.
- ☐ Supplier is able to commit to regular business reviews of your partnership.
- ☐ Supplier offers market pricing for pallets in any “buy-back” program.

EXAMPLE

Selling your pallets for a high price may sound enticing, but your bottom line is still being hurt if your pallet company is under-reporting pallet quantities in their total counts purchased.

ORGANIZATION

Standard housekeeping and organization at the plants where pallets are being stored or made is important.

Unkempt or unorganized plants can lead to low quality products and delivery delays.

AUDITING ORGANIZATION

- ☐ Yard and building are organized and clean.
- ☐ Pallets are neatly stacked and managers are aware of pallets available.

EXAMPLE

The supplier and their staff uses some sort of identifying system for types of wood, pallet grading, and has a standardized quality control system in place.



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▶ INDICATORS OF SUCCESS

CONTINUED INVESTMENTS

A pallet supplier that invests back into their business indicates that:

- They care about the customer
- They are in it for the long haul
- They care about their employees
- They care about the quality of service and products they provide

AUDITING INVESTMENTS

- ☐ Well maintained equipment and up-to-date IT tools / systems.
- ☐ Investments into continuous improvement initiatives and equipment.
- ☐ Multiple locations, or plans for opening multiple locations.

EXAMPLE

Investments back into the business should be focused on either elevating the supplier's internal operations and efficiency or improving customer experience and support.

CLEARLY DEFINED KPIs

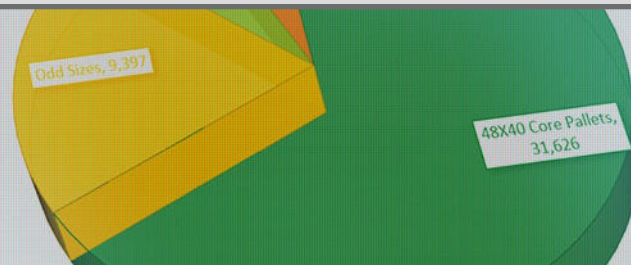
Partnering with a pallet supplier that understands the importance of tracking and reporting on Key Performance Indicators (KPIs) will not only allow your business to be more in-tune with your pallet program, but will also allow you to keep your supplier more honest and accountable.

AUDITING KPIs

- ☐ Supplier collects and reports on vital pallet KPIs.
- ☐ Openly discusses the methods used to collect and report on KPIs.

EXAMPLE

Examples of vital KPIs that every pallet supplier should be tracking include: on-time deliveries, product quality, and pallet counts.



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EMPLOYEE SAFETY PROGRAM

A pallet supplier that places emphasis on the safety of their employees is an indication of an organization that has strong values and principals. It is a sign of a business that can be trusted as a long-term partner - as the likelihood of business interruption due to OSHA shutdowns or large lawsuits, is mitigated.

AUDITING SAFETY

- ☐ Supplier has set safety standards and practices.
- ☐ Set standards and practices are enforced strongly.
- ☐ Mandatory safety meetings occur on a regular basis.

HEAT-TREAT CERTIFICATIONS

While heat treated pallets are not a requirement for every business, those organizations that are shipping products internationally appreciate the importance of these pallets - and what having a trusted supplier means for their business.

AUDITING CERTIFICATIONS

- ☐ Supplier is able to provide up-to-date ISPM-15 heat treatment certification.
- ☐ Supplier allows you to physically see their heat treatment chamber.

EXAMPLE

ISPM-15 certifications are, by law, required to be renewed annually. Having your product sit at an international port due to expired pallet certifications is a situation your business will want to avoid.



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▶ INDICATORS OF SUCCESS

ENVIRONMENTAL STEWARDSHIP

Partnering with a pallet supplier that places an emphasis on recycling can have many positive effects on your business. These positive effects include: lowered costs, added value to your business and brand, achieving corporate sustainability goals, and overall positive environmental impact.

AUDITING ENVIRONMENTAL STEWARDSHIP

- ☐ Supplier has multiple recycling initiatives and channels.
- ☐ Supplier tracks and quantifies their recycling efforts.
- ☐ Supplier can provide a personalized green scorecard of your organization's positive impact through their recycling programs.

EXPERIENCE AND PROFESSIONALISM OF TEAM

The pallet business is a fast-paced and unique environment - unlike any other.

Because of this, partnering with a pallet supplier that has a well-trained, experienced, staff to support your business is extremely important to the success of any pallet program.

AUDITING EXPERIENCE AND PROFESSIONALISM

- ☐ Members of leadership team have extensive experience in industry.
- ☐ Customer service staff has a speedy response time.
- ☐ All employees carry themselves in a professional manner (top to bottom).



▶ TAKEAWAY

OUR ADVICE

Our guide to auditing a pallet supplier is comprehensive and educational.

However, just having it in your possession does not guarantee that the perfect partner will find their way to you.

Our advice is to take a proactive approach to identifying that perfect supplier. First, start by auditing your current supplier. If they do not meet all 8 Indicators of Success (IOS), it may be time to set up meetings with others that can.

AUDIT KAMPS PALLETS

At Kamps, we pride ourselves on the ability to meet all 8 Indicators of Success, and we welcome all audits and meetings to discuss how to improve your pallet program.

To perform your audit of Kamps, reach out to one of our pallet experts and set up a time to meet today.

✉ kpinfo@kampspallets.com

🌐 www.kampspallets.com

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OVER
150
LOCATIONS
IN PALLET NETWORK

PALLET SUPPLIER:

DATE:

Indicator of Success (IOS)	AUDIT	AUDIT	AUDIT	AUDIT
TRANSPARENCY & HONESTY <input type="checkbox"/> Check Here	Open and honest system <input type="checkbox"/> Check Here	Regular business reviews <input type="checkbox"/> Check Here	Market pricing for used pallets <input type="checkbox"/> Check Here	-
HOUSEKEEPING & ORGANIZATION <input type="checkbox"/> Check Here	Organized and clean <input type="checkbox"/> Check Here	Neatly stacked pallets <input type="checkbox"/> Check Here	-	-
INVESTS BACK INTO BUSINESS <input type="checkbox"/> Check Here	Well maintained equipment <input type="checkbox"/> Check Here	Up-to-date data and IT tools <input type="checkbox"/> Check Here	Multiple locations <input type="checkbox"/> Check Here	-
CLEARLY DEFINED KPIs <input type="checkbox"/> Check Here	Collects and reports on vital KPIs <input type="checkbox"/> Check Here	Transparent about data collection <input type="checkbox"/> Check Here	-	-
EMPLOYEE SAFETY PROGRAM <input type="checkbox"/> Check Here	Set safety protocols <input type="checkbox"/> Check Here	Safety Protocols are enforced <input type="checkbox"/> Check Here	Regular safety meetings <input type="checkbox"/> Check Here	-
HEAT-TREAT CERTIFICATIONS <input type="checkbox"/> Check Here	Up-to-date certifications <input type="checkbox"/> Check Here	Access to heat treat chamber <input type="checkbox"/> Check Here	-	-
ENVIRONMENTAL STEWARDSHIP <input type="checkbox"/> Check Here	Multiple recycling initiatives <input type="checkbox"/> Check Here	Tracks recycling initiatives <input type="checkbox"/> Check Here	Can provide data (Green Scorecard) <input type="checkbox"/> Check Here	-
EXPERIENCE AND PROFESSIONALISM <input type="checkbox"/> Check Here	Experienced leadership <input type="checkbox"/> Check Here	Focus on customer service <input type="checkbox"/> Check Here	Professional and well-trained staff <input type="checkbox"/> Check Here	-