

hrl:

Owens Illinois Glass

A HRL case study



expertise in action



Owens Illinois (O-I) is the world's largest container glass manufacturer with strategically placed centers of technical excellence around the globe.

As a result of internal changes the Asia Pacific center was outsourced and hrl: were able to offer the capabilities needed to continue this technical support to O-I.

Challenge

O-I Glass were looking to outsource their analytical support services as a result of internal changes. The analytical support services was still a critical function for O-I as it ensured continued production of their quality glass products.

Solution

Following demonstration of the HRL capabilities and previous experience with laboratory outsourcing, HRL was awarded the contract. HRL conducted a 3 month validation process to ensure continuity of results and past O-I data set. This would ensure continued control of the glass manufacturing process with existing O-I controls and systems.

Results

With the employment of key O-I laboratory staff and development of a close partnership with O-I technical staff, HRL was able to successfully provide a seamless transition of analytical support services to both O-I Australia/New Zealand and O-I internationally. A close working relationship with O-I allows for continuous improvement and maintenance of a high quality service which will support the help O-I succeed with its business endeavors.

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