



# Owens-Illinois case study

## Who is Owens-Illinois?

The client is a glass container manufacturer serving a variety of industries, including pharmaceutical, food, and beverage industries. Teknik worked specifically with their Venezuela factory situated within the Andes mountains.

## Client Challenges

Owens-Illinois underwent an emergency situation requiring immediate attention. To produce the glass necessary for manufacturing, Owens-Illinois requires the use of ovens in their factories. In these extenuating circumstances, the primary oven in the facility ceased to function, meaning the company risked losing significant profits for each day it was not repaired.

Their first line of action was to contact the Owens-Illinois headquarters, located in the United States. To satisfy the sourcing requirements for the goods necessary to repair their oven, the headquarters estimated taking a few days to a few weeks to resolve the issue.

Their next line of action was then to contact several companies and distribute a list of required items. The objective was to determine which company could source, find, procure, and ship the necessary goods at the earliest time possible.

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## Solutions

As one of the companies that received the list on a Wednesday, Teknik immediately began to source the necessary items from different distributors and manufacturers. Within a few hours, the team sourced 80% of the items Owens-Illinois required while discussing the remaining 20% with the Owens-Illinois technical team.

By that afternoon, the Teknik team received approval from the President of Owens-Illinois and his superior for the extensive purchase. Teknik committed to delivering a majority of the items by Saturday, but officially guaranteed the delivery of all goods by Wednesday.

That evening, the Teknik team sent purchase orders and payments to each vendor. For the vendors local to Florida, Teknik paid a premium to collect the items by the following afternoon. For the vendors outside of Florida, Teknik requested overnight shipping and delivery.

The following afternoon, Teknik collected and received the necessary repair items. The team resolved item discrepancies with Florida vendors between Thursday afternoon and Friday morning.

As the earliest cargo flight left on Sunday morning, Teknik sought to explore an innovative solution to deliver 1,200 pounds of goods by Saturday without charting an expensive flight or experiencing customs issues.

By Friday evening, Teknik gathered 18 people—including company employees, friends, and family members—and placed them on a flight to deliver to Owens-Illinois all the way in the Andes mountains. With the necessary commercial invoices and documentation available, the Teknik team passed through customs without issue.

After arriving, each individual took a taxi to the Owens-Illinois facility and arrived at 12 PM on Saturday.

## Results

Just three days after receiving notice of the emergency situation, Teknik delivered 90% of the goods that Owens-Illinois required to repair their primary oven. The team saved Owens-Illinois thousands of dollars they would have otherwise lost waiting for weeks to receive the necessary items.