

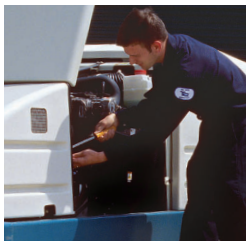
Tennant helps NBTY keep moving

Pharmacies and discount department stores across the country rely on NBTY, Inc., for vitamins and nutritional supplements. Founded in 1971 as Nature's Bounty, the company makes more than 22,000 products, both under its own brands and through custom labels for its customers. NBTY had \$2.2 billion in sales for 2008.

Because its products are sold internationally, NBTY must comply with multiple regulations for the formulation, manufacturing, packaging, labeling, advertising, distribution and sale of vitamins and nutritional supplements. To meet these demands, the company follows best practices in its 18 manufacturing, shipping and packaging operations—where about one-third of its 13,000 employees work.

PROJECT PROFILE

- NBTY produces more than 60 billion tablets, capsules and softgels per year at facilities in the United States, Canada, and the United Kingdom.
- Cleanliness and productivity are critical; all domestic manufacturing operations are subject to good manufacturing practice regulations.
- Manufacturing operations are designed for low-cost production of multiple products, quantities, sizes and packaging, while maintaining high levels of customer service and quality.
- Flexible production line changeover capabilities and reduced cycle times allow the company to respond quickly to changes in manufacturing schedules.
- Every aspect of manufacturing, from the receipt of raw materials to the shipment of approved products, has the potential to affect product quality—and with it, the company's success.



"We operate around the clock here," Dominguez said. "Pat makes sure our floor cleaning equipment is ready day or night. He does a great job—and quickly."

—ROSA DOMINGUEZ, SUPERVISOR, LOGISTICS GARDEN GROVE

HIGH PERFORMANCE DEMANDS, 24/7

TENNANT PLANNED MAINTENANCE

The NBTY plant in Garden Grove, California, had a service agreement with a local retailer for cleaning equipment maintenance and repairs. Rosa Dominguez, Logistics Supervisor for NBTY Garden Grove, felt she wasn't getting the best value from that third-party provider. Its regular practice was to take machines off-site, which meant long downtimes, and reported problems were not always resolved. With high standards for cleanliness and a 24/7 operation, Dominguez needed better—and faster—service.

She called Tennant Sales Representative Tony Bowie to ask what Tennant could do for NBTY Garden Grove. He visited just one day later, and looked over a Tennant machine at the facility. Bowie called on Tennant Service Representative Pat Dowis, who visited NBTY the next day. "When I came out and looked at the machine," Dowis said, "I saw it had been altered in ways that disabled normal functions. My expertise led me to the real problem immediately, and we were able to fix it right away."

That was enough for Dominguez to give Tennant a try. She placed a Tennant model 510E electric scrubber on a planned maintenance schedule with four visits per year. The facility has since bought two Tennant model T5 automatic scrubbers, and Dominguez ordered planned maintenance agreements for both of them. Others at the plant have called to ask about equipment upgrades as well.

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TENNANT SERVICE FEATURES

- Our locally-based support network provides expert service at any time to any Tennant customer.
- Appointment times are scheduled within hours of each service request, and service representation typically arrives on-site in as few as 24 hours.
- ServiceLINK™ technology ensures quick, efficient responses and service representatives who arrive fully stocked with genuine Tennant parts.

FLEXIBLE SERVICE OPTIONS

- **Pay As You Go:** The simplest option. The customer only pays for the service representative's time and the materials required to complete the job. Available at a discounted service rate.
- **Silver:** More inclusive offerings at a monthly fee for scheduled maintenance. Covers labor, shop supplies, trip charge, maintenance P&C, etc.
- **Gold:** The most inclusive offerings for a predictable monthly fee. Includes labor, shop supplies, trip charge, maintenance P&C, major components and more.

RESPECTFUL AND FRIENDLY

With such a demanding production schedule, NBTY needs its cleaning equipment to be in perfect working order. Employees at the plant use walk-behinds for tight areas, and riders for warehouse floors. For Dominguez, reliable service from Tennant takes one item off her substantial workload.

Dowis describes the relationship as respectful and friendly. "We know each other's routines and needs," he said. "I can take care of most problems without distracting Rosa from her other responsibilities."

Dominguez puts it best: "When I call Tony or Pat, they follow up quickly—and they get things done right."



For help defining a solution to meet your specific floor-care needs, please contact us at **800.553.8033**.

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