

## “Miracle Works” for Fast Turn-around Time

Label Works partner in need of fast turn-around on labels looks to Label Works to meet her customer’s deadline.

### Customer Situation

A Label Works partner submitted five quote requests, each for a different size of label. After receiving the quotes, the partner contacted Labels Works regarding the cost of Next Day Air and rush charges. She also asked if Label Works could produce the order in one day rather than the three days indicated on the quotes as the end customer needed the labels as soon as possible and were willing to pay the costs.

### Solution

Label Works indicated that they would try to meet the end customer’s deadline. The partner immediately emailed the artwork and necessary order information.

Working as a team, all of Label Works departments that would have a part of producing the label met to discuss how they could obtain the short turn-around time. With the large quantity of more than 200,000 labels total, the team would need to work together seamlessly to meet the customer’s deadline.

By the next evening, all five parts of the label order had been printed and packaged for shipping via Next Day Air service. The following morning, the Label Works partner called and emailed to say how pleased she was that the order shipped on time. Three days later, a package arrived containing hats for the Label Works team members who had pulled off this fast turn-around time with the words “Miracle Worker” embroidered on the back with a note indicating “You did nothing short of a miracle in turning around our label job in less than 48 hours. I can’t express my gratitude to you for making this happen so efficiently and urgently. Enclosed is something to remind you how much it means when a team goes above and beyond to do the almost impossible! You are all ‘Miracle Workers’..... thank you!”



Label Works is committed to finding a solution to any label opportunity.