



Questions you

should ask and
answer

Before

you buy your next

Label or MSDS
system

The RightAnswer® solution

Regulatory Compliance Document Development and Life-Cycle Document Management – **All On-Line in Real-Time**

(Questions to Ask and Answer – comprehensive version)

There's no such thing as a wrong question.

Chances are your company has costs that often go unseen, unrecognized, and unmeasured such as:

- ✓ Unknown document development and management, maintenance, and usage costs.
- ✓ Less than optimum printing and output processes, options, and materials.
- ✓ Ineffective communications, tracking, and status information.
- ✓ Duplicative systems and their related support and maintenance costs.
- ✓ Users in various locations who must compromise or use multiple solutions and processes to meet general, regional, and unique needs.
- ✓ Excessive development cycle times which may expose your company to regulatory compliance violations, late or missed shipments, or inefficient operations.
- ✓ People, departments, and processes with overlapping roles and responsibilities resulting in inefficient and costly resource utilization.

To improve your company's situation, a full understanding of current processes and costs is needed before it's possible to determine opportunities for improvement. Only by asking all the questions will you begin to discover what the right answer is for you.

Questions you need to ask – and answer.

The following questions are intended to spark the process of evaluating your current regulatory compliance document system(s) and will help you define what your present situation is and what your future needs are. By asking and answering these questions (and those you will likely add along the way), you will begin to gather the information necessary to assess your current systems – and how a new approach can help you meet or exceed your identified needs.

PLEASE NOTE:

The GCRH Corporation (GCRH) believes the information presented in this document to be reliable based on information available to GCRH. In some cases such information is based on opinions or estimates believed by GCRH to be fairly reliable, but no representation is made by GCRH as to the absolute accuracy of such information.

1. Do you currently have multiple point solutions? Is each generally intended to meet a specific need?

- If you have multiple label and/or MSDS/SDS systems today, have you identified each system's processes and who (e.g., user, function, business, region, etc.) owns or is responsible for managing the system and its processes? Are there multiple processes and owners for a system or parts of a system? Are there no clear owners for some or all processes or systems?
- What is the cost to maintain, support and manage each of your various labeling and/or MSDS/SDS system today (e.g., licensing, infrastructure, maintenance, information systems support, upgrades, hardware, software, help desk, etc.)?
- What are the support and management processes for each system being used?
 - How are they alike?
 - How are they different?
- How might you consolidate, standardize, and aggregate your systems, operations, processes, and overall management to better meet business priorities and strategic objectives?

2. What methods and specific process steps are currently in place for creating, authoring, designing, or developing your various label or MSDS/SDS documents?

- Are they the same or different for each label type (e.g., hazard/warning labels, product identification labels, shipping labels, Bar Code labels, order/customer unique labels, etc.)?
 - How are the methods and process steps alike for each label type?
 - How are the methods and process steps different for each label type?
- Are the methods and process steps the same or different for each MSDS/SDS type (e.g., commercial, research, summary reports, etc.)?
 - How are the methods and process steps alike for each MSDS/SDS type?
 - How are the methods and process steps different for each MSDS/SDS type?
- Do you have varying methods or processes across regions, business areas, product families, or departments?
 - How are they alike?
 - How are they different?
- Are there overlapping or different development processes and needs for each system in use today?
 - How are they alike?
 - How are they different?
- Have you mapped your processes as they are today (“is” processes)? Have you mapped alternative, improved processes (“should” processes)?

3. What people/departments (internal and external) are involved in creating, authoring, designing, developing, and approving your label and/or MSDS documents?

- Are individual core-competencies being best utilized?
- Do people have overlapping responsibilities?
- What is each person or function’s motivation, need, or impact on the total process?
- Are roles and responsibilities clearly defined and understood?



4. What are the business, industry, or regulatory compliance requirements that must be met for each document (e.g., content, readability, and format)?

- Do you support multiple locations or geographic regions, each needing specific, specialized document content or formats?
- Have your regional locations implemented different and/or multiple solutions to meet your company's general—or specific, unique—needs?
- How are you currently handling global language needs? Are you currently using multiple systems to meet these needs? How do you manage content-consistency across various regions or systems?
- Do you have various geographic or business document types with different purposes and factors driving their content, formats, and usage (e.g., sample vs. bulk labels or research vs. commercial MSDS/SDS and labels)?
- Have you documented regional, country, and legal entity identity issues for appropriate geographic document development and usage?
- Are you in compliance with transportation regulations? Are your labels and MSDS/SDSs up-to-date and available when they are needed by your end-users, your shipping/manufacturing locations, your customers?
- Have you studied the potential impact of missed/late shipments, citations for being out of compliance, or shipper/worker/handler liability that could be incurred due to the lack, or inappropriate use, of labels or MSDS/SDSs?
- What are your processes for checking for compliance on various documents?

5. Have you established standardized document sizes, formats, and identity information?

- Do you use a standardized format(s) for your MSDS/SDS such as the ANSI standard format (e.g., for U.S.) and/or other formats for International, non-U.S. documents? Are your formats the same or different for commercial vs. research documents?
- Do you have standard label sizes for each label type (drum, sample, bulk, pail, bag, box, etc.)?
- Do you have standard layouts/graphics/formats for each label type (drum, sample, bulk, pail, bag, box, etc.)



- What are your corporate and brand identity standards?
 - Are your identity standards being applied appropriately to labels and/or MSDS/SDS today?
 - How are you managing document identity standards for each geographic region?
- How are you managing standard content with variable content formats (e.g., imprinted content such as lot #, Bar Codes, etc.)?
- How are you managing color requirements, color consistency, and color printing today? Have you analyzed actual color requirements vs. preferences?

6. What are the typical development cycle-times from an initial request to a finished document?

- Do people in your current development and management processes handle a label or MSDS/SDS document more than once? Do your labels or MSDS/SDS ever go through more than one round of content selection or routing for approval?
- What is the average hands-on time for each label and/or MSDS/SDS for:
 - Authoring (e.g., phrases and graphics; content selection)?
 - Template development (e.g., document format and layout)?
 - Routing and approval (e.g., comments, requests, sign-off, documentation of approval)?
 - Document production (e.g., pre-printing, imprinting, print-on-demand, etc.)?
 - Document distribution to users (e.g., retrieve, print, collate, mail, email, fax, etc.)?
 - Document updates/maintenance (e.g., for an individual document, for multiple or mass documents changes)?
- What is the total elapsed time from start (request) to finish (printed document in end-user's hands) for a typical MSDS/SDS and/or label? Is the elapsed time the same or different for document updates or changes?
- What is the total hands-on time and what is the elapsed time for your end-users for labels? What is required to find/access a document, imprint the document, manage label/substrate/pre-printed materials inventory, waste, and document usage?

7. Who are your users – the people who need access to your documents for various reasons?

- Who are your *Subject Matter Experts* (e.g., users with special knowledge of toxicology, transportation, regulatory compliance, etc.)? What methods do they use today to participate in developing or managing regulatory compliance documents?
- Who are your *Designers* (e.g., template, layout, format creators)? What tools do they use today to create and manage layouts and templates?
- Who are your *Bar Code/AutoID Experts* (e.g., data set owners, developers)? How do they create and manage customer unique needs? How do they coordinate Bar Code and AutoID needs with other labeling needs?
- Who manages your returnable containers or packaging which needs to be tracked during shipment, and when not in use? Who needs access to data sets and inventory information for these types of containers?
- Who manages your content (e.g., phrases and graphics – usually referred to as *Librarians*)? Do they have tools to minimize excessive and/or repetitive content? Are they able to manage or cross-reference content across languages? What processes are in place to effectively manage content consistency and usage?
- Who are your *Reviewers/Approvers* (e.g., legal, marketing, EHS, R&D, etc.)? What process(s) do they each use today to review and approve labels and MSDS/SDS documents?
- Who needs access to your saved/archived documents? Is current access controlled, and if so, by whom and how? If not, should it be? How difficult is it to retrieve archived documents? Who is responsible for managing archived documents? What is the cost to save, store, and manage these documents?
- Who are your *End-Users* (e.g., plant operators, shipping coordinators, supply chain, manufacturing, etc.)?
- Are your *End-Users* based in various locations, sites, and global regions?
- Do you have *End-Users* who need immediate access to documents for reporting, viewing, or print-on-demand?



- What processes do the *End-Users* use to gain access and produce final documents when needed? What do they do if they do not have the documents they need, when they need them? What are their back-up and follow-up processes?
- Do any *End-Users* currently have copies of documents on local computers for their use – for instance, does your company duplicate documents or distribute electronic copies to multiple locations? Who manages these copies and ensures they are the most current and are in compliance?
- Do *End-Users* in different locations need different documents? Do they need to view/share/print the same documents?
- What is the environment like where *End-Users* produce and apply finished label documents (e.g., manufacturing plant, clean office, warehouse, etc.)?
- Who else, internally, needs access to these documents (e.g., customer service, purchasing, legal, product stewards, business leaders, etc.)? How do they access these documents today? What processes are in place to provide documents to these users?
- Are any of your users external to your company (e.g., customers, distributors, contract packaging operations)? How are documents provided to *External Users* today? How do *External Users* request, receive, and manage your documents? Who controls and determines *External User* access to documents?

8. How do various users access, request, or receive a new or changed label or MSDS/SDS document they need?

- Do you have a formal request process? Who manages and maintains this process?
- What happens if a document is not available when a user needs it? How are you handling the need for a last-minute MSDS/SDS, labeling, and marking request?
- How are you handling MSDS/SDS distribution to customers/users of your products?
 - Have you automated this process?
 - Are your customers receiving electronic or paper MSDS/SDS files?
 - Who sends these documents?
 - How much does it cost?
 - How long does it take?



9. How are you managing documents/files related to labels and MSDS/SDS like pre-printed package artwork for bags or boxes?

- Do you have separate systems, processes, and experts who manage these needs?
- How do you manage content for these items for consistency and regulatory requirements? How do you manage these files physically? How do you track their status and content in relationship to other related documents?
- How do you manage development, routing, approval, updates, and distribution of these documents for printing or manufacture?

10. How are you managing records retention and archiving for labels, MSDS/SDS, and related documents such as package artwork?

- How long do you need to retain and manage your compliance related documents (e.g., labels, MSDS/SDS, package artwork), which usually have an extensive records retention time – often 30 years or more?
- How/where do you store these documents/files? Are these records centrally stored, easily retrievable, and can they be reproduced on-demand, when needed?
- How do you manage routing comments, change requests, and approval records?
- How do you track version changes, variable printed content, or other document related data and records?
- What are the costs today – for storage, for maintenance, for retrieval, for re-printing, and for managing archived documents?
- How do you replicate or reprint old/archived documents (e.g., for legal purposes)?
- How do you dispose of old documents (files or printed copies) past their retention requirements?
- How do you save and manage documents that need to be kept past their retention period for a discovery-freeze process?

11. What are your general document management processes?

- How do you know the current status of a document? (e.g., under development, active, archived, etc.)?
- How do you manage, minimize, and avoid document duplication/proliferation?
- How do you protect your organization from using old documents – those past compliance requirements – both document files and any printed/pre-printed documents (e.g., labels) in inventory?
- How do you manage/track documents for version control, document updating, and document usage?
- How do you know what variable content (e.g., lot number) was actually put on a document (e.g., label) used for an actual shipment?
- How do you track all the costs for your documents? Can you itemize costs on a company, user, or document level? Can you itemize them on a development, maintenance, and print level? Do you know how your document costs are being accrued and to who or what department?

12. How do you manage pre-printed labels and/or label materials/substrates?

- On average, how many labels do you buy per year? How many labels by type do you buy (e.g., drum, sample, bulk, etc)?
- Are your volumes consistent with, or approximately equal to, the actual number of labeled packages or products that are shipped? What is your waste factor?
- What are your current out-of-pocket, direct costs today for:
 - Blank stock/material substrate ?
 - Commercially pre-printed labels?
 - Printers (e.g., thermal, laser, ink-jet, etc.)?
 - Expendable/consumable supplies (e.g., inks, toners, ribbons)?
- Are you and/or external commercial printers pre-printing all/some/none of your labels?
- What label substrate materials are you using today and why?
- Who specifies your pre-printed or blank label substrate materials?



- Who selects your label/substrate material supplier(s)?
- Have you standardized your label substrate/materials and sizes to aggregate and leverage them across your company, product lines, and various businesses? Could you improve your materials and still reduce costs by standardizing, aggregating, and leveraging your volumes?
- Who is responsible for quality and compliance assurance of your pre-printed labels and/or blank substrate materials, and for your print-on-demand documents? Are your substrate materials and printing inks in compliance with regulations?
- Are too many pre-printed labels or substrate materials purchased in order to “get a deal” on volume pricing? Are users inclined to “use up old labels” to avoid waste, thus creating a potential liability?
- Where/how are you storing and managing your pre-printed or blank label materials and how much does this cost?
 - What is the shelf life of your label material stock?
 - Do you store your pre-printed labels and/or blank stock for imprinting in a special area, room, or building? Is this space managed for waste minimization (e.g., temperature controlled, clean, dust free, dry, etc.)?
 - How many labels are thrown away because they are out-of-date?
 - How many labels should be thrown away because they are out-of-date?
 - What does it cost you directly and indirectly for disposing pre-printed label waste or out-of-date label materials?
 - What does it cost to inventory and manage your pre-printed and/or label substrates today?

13. How do you produce your final, printed/imprinted label documents today?

- Do you utilize print-on-demand for labels?
- Have you implemented standard printing/imprinting technologies to meet your total needs?
- Are you utilizing laser, thermal, impact, and/or ink-jet print-on-demand technologies?
- What factors drive your print-on-demand printing technology decisions?



- Do you understand the pros, cons, and costs of each printer type and the technology differences – including initial purchase, consumables, and wear/tear costs?
- Do you utilize pre-printed labels?
- What is your cost for pre-printed labels on a per-label basis?
- How long does it take to order and receive your pre-printed labels?
- Do you know your waste-factor for pre-printed labels (e.g., how many do you buy vs. how many actually got out the door on a package)?

14. How is shipment variable content (information usually applied at time of print like weight, lot, customer codes, order codes, Bar Codes, etc.) handled today for labels?

- How do users manipulate your current label documents during final production and application (e.g., are there multiple handling steps involved to finish or print a label at the time of shipment)?
- What are your internal, indirect handling costs per label (e.g., time finding, managing, printing, imprinting documents, etc.)?
- Is variable information included on your current product label or do you have multiple, separate labels for different purposes (e.g., Bar Code labels vs. hazard warning labels vs. customer unique labels)?
- Do you have unique customer labeling? How are customer-unique labeling requirements handled today?
- Do you need to meet Bar Code/AutoID labeling requirements (such as those required by the automotive industry)?
 - If so, does this require a different system? Is this a separate process and/or document from hazard warning product labeling?
Where are the potential overlapping needs between this label type and other label types?

15. Do you have unique R&D label and or RSSDS (Research Sample Safety Data Sheets) processes in place today?

- Are these processes separate from commercial product labeling and/or MSDS/SDS development and management?



- Are the requirements the same or different compared to your commercial labels or MSDS/SDSs?
- Are there unique document design needs, different content needs, different production needs, different archiving requirements, and/or different end-users?

16. How do you handle integrating labeling documents and/or MSDS/SDS for mergers, acquisitions, and divestitures today?

- Do you have multiple, legal entities or business areas selling the same product under different names or ownership?
- How are you managing the potential liability of possible conflicting or inconsistent information on a document-to-document basis for the same product under different brand or legal entity names?
- How are you handling integration of merged or purchased company documents – content, format, identity, archiving, etc.?

17. What are the likely business drivers that would support a change and implementation of a new solution?

- Cost Reduction such as:
 - Consolidated, aggregated and leveraged label and MSDS/SDS processes which can significantly reduce resource utilization and provide for cost direct and indirect reductions.
 - Easy, fast migration to increase your ROI and payback time.
- Liability Exposure Reduction such as:
 - Shorter development, update, and approval cycle times that can position your company to be in compliance at all times.
 - Easy global access and document distribution to ensure your users have the right document available, wherever they are, whenever they need it.
- What issues and needs motivate your users to change their processes?
 - Ease of use?
 - Ability to do whatever they need to do in one system?
 - Access?
 - Flexibility?
 - Functionality?
 - Cost?

What should you look for in a solution partner?

- ✓ Resources that help you assess your system needs, provide alternatives, and make appropriate, cost-effective recommendations – and make sure they can help you get a solution implemented quickly for a faster ROI.
- ✓ Experts who can help you implement your solution – people with an inside-the-industry perspective who have lived and breathed your challenges and issues.
- ✓ People who understand labeling and MSDS/SDS document development and management from a total process perspective – from creation of the original document, through maintenance, printing, and records retention needs.
- ✓ Partners who are knowledgeable about multiple document types beyond standard MSDS/SDS and product labeling (e.g., look for experts who understand RSSDS, inventory labeling, AutoID needs, packaging artwork management, container tracking, etc.). Seek experts who can help you take advantage of synergies between the development and management of many document types, processes, and related systems.
- ✓ Process knowledgeable experts – resources who understand collaborative development, multi-tasking, functional crossover, group think, and multiple labeling and MSDS/SDS system scenarios.
- ✓ Global document experts – people who can help you understand and manage all the ramifications of standardized, aggregated, and leveraged processes – across global areas.
- ✓ Experts who know multiple printing technologies and who understand materials, inks, and durability needs.
- ✓ People who go beyond printing or output solutions to total solution processes – including understanding all the hidden handling and storage issues.
- ✓ A partner who is not afraid to measure the results of their solution after your implementation.

What should you look for in a system solution?

- ✓ A system that drives integrated processes and methodologies, and takes advantage of the latest leading-edge technologies.
- ✓ Consider on-line applications that support simultaneous, multi-user, global, collaborative processes.
- ✓ A total development and management solution vs. a general printing or authoring system, or a simple online delivery system.
- ✓ Make sure any system you consider can accommodate multiple document types, formats, regions, languages, printing technologies, and distribution and output options. Your system selection should eliminate the need for most, if not all, of your current, various labeling and/or MSDS/SDS document authoring and printing systems.
- ✓ Verify that the solution's underlying structure and technologies are inline with industry standards and/or your strategic and business objectives (e.g., can the system work with or interface to your legacy systems?)
- ✓ How will your system integrate with the objectives of your IS/IT function? Will the system you select require internal support? How much? Will your solution be a priority or considered an exception to your standard IS/IT function and its resource supporting activities?
- ✓ Are there outsourcing options? You may want to consider externally available and managed applications delivered via an ASP or xSP business model.
- ✓ Also – review your solution partner for the capability to develop, distribute and produce all, or some, of your documents for you – e.g., can they backup your internal resources?

Additional Information

The RightAnswer solution is your answer to implementing a comprehensive, regulatory compliance document management system.

For more information, please contact The GCRH Corporation at 877-835-5588 (x17) Or – visit us on line at www.RightAnswer.com.

Regulatory Compliance Document Management

The RightAnswer system is your solution to uniform, comprehensive document development and management. From start to finish, this application drives the multiple, integrated processes of global authoring, content and translations, maintenance, printing, distribution, archiving, tracking, reporting, and accessing documents, shipment data, and related information in diverse corporations and regulated-product industries.

With turnkey efficiency, you can now use the RightAnswer application to provide all your customers, distributors, suppliers, and shipment specialists with the MSDSs, labels, product information, and regulatory compliance documentation they need, when they need it.

The RightAnswer solution is 100% web-based and delivered via an ASP business model, eliminating specialized internal hardware and software infrastructures as well as minimizing internal system support. By combining centralized development and management control with global access and distribution, the RightAnswer application can replace all your other labeling and MSDS document systems.

In fact, this adaptable system, with its integrated process workflows, life-cycle management tools, and modular options will deliver answers to questions you may not have even asked yet. And it will help you do what you need to do up to 90% faster, while cutting regulatory compliance and process costs by 40% or more.

Plus, it's not just for big companies. We offer 3 versions to meet every company size need and because the RightAnswer solution is supported by an ASP business model, all you need to get started is a PC and Internet Explorer®. It's easy to use and easy to implement, with 24/7 support options by system specialists and people who are inside-your-industry-experts. This application is flexible enough to meet your IT specifications, user demands, customer needs, and document compliance requirements – no matter how big, or small, you are.

We know the complexity of regulatory compliance because we've lived it. The RightAnswer solution was built by former chemical-industry employees, who understand the comprehensive, collaborative needs of complex integrated processes for regulatory compliance document development and management. We are confident that the RightAnswer solution's leading-edge technology will meet or exceed your label, MSDS, and related document and data requirements.

When you need to create it, find it, save it, and print it – on-line, in real-time, right now – the RightAnswer system is the solution.

The GCRH Corporation specializes in developing data and document systems for global regulated-product companies in the Chemical, Plastic, Petro, Pharmaceutical, Biotech, and Agricultural industries.

GCRH's regulated-product inside-the-industry experience is rarely found outside leading chemical companies. This industry insight is coupled with core competencies in systems/application development for regulated-industry Environmental, Health, Safety, and Transportation (EHS&T) document authoring and management.

GCRH delivers solutions that work in the real world. Our applications incorporate integrated business, development, and management processes, derived from our inside-the-industry perspective – and those processes drive paradigm shifts in the way regulated-product documents are developed, maintained, and delivered resulting in significant productivity increases and cost savings.

In addition to the RightAnswer® solution, GCRH also provides consulting services and develops custom solutions and applications.



Regulatory Compliance Document
Development and Management –
All On-Line in Real-Time

www.RightAnswer.com

Additional Information

The RightAnswer solution is your answer to implementing a comprehensive, regulatory compliance document development and management system. For more information please visit our website: www.RightAnswer.com.



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