

## NO-NAIL BOXES: 95% customised, deadlines met and satisfied customers

Through its CSR approach, NO-NAIL BOXES cares for the environment just as it cares about the quality of its products, the well-being of its personnel, the safety of its workers and the users of its collapsible plywood boxes. In this grand equation, we cannot leave out a key variable: the customer!

Similarly to the ALIPA Group, respect is NO-NAIL BOXES' core value. It is a matter of respect for colleagues, the leadership, the environment, standards, and infrastructure, but first and foremost for the customer: "We want to give customers a quality product that respects their wishes, and in a timely fashion. We know that customers pay our salary and they can fire us whenever they wish to!" declares Michèle Detaille, Managing Director of the ALIPA Group.

### Customised collapsible boxes

Out of 300,000 collapsible boxes produced annually in the NO-NAIL BOXES workshops in Wiltz, 95% are custom-built based on the customer's needs. The company offers a large array of customisations and accessories for handling and sealing. "First, we adapt the dimensions of our boxes to the customer's products. Then, we can personalise the box. It ranges from a simple customer logo to much more complex boxes. We can include various information on the box, add a foam wedge or equip it with a series of accessories: hasps, document holders, Velcro closures, handles, etc.", adds Boris Remy, Sales Director for NO-NAIL BOXES.

By producing mainly customised boxes, NO-NAIL BOXES differentiates itself from the competition, 80% of whose boxes are standard boxes. And that represents a series of advantages for the customer: the box will be better suited to the product, there will be no need to add wedges, the packaging will be lighter and less bulky. It saves space, materials, weight and money.

### Short delivery deadlines

NO-NAIL BOXES also stands out from the competition because of its short delivery deadlines of two to three weeks maximum. "We can produce a customised box in maximum of two weeks. The additional week may be needed for delivery. It's one of our greatest strengths! The competition offers deadlines of three to four weeks for a customised box. With us, it will arrive at least a week earlier!", Boris Remy explains.

Lastly, respect for the customer requires respect for agreed delivery deadlines. "We always try to respect delivery deadlines. It is truly one of our priorities." concludes Boris Remy.

Located in Wiltz, NO-NAIL BOXES has been building plywood and steel collapsible boxes for industry since 1961. ISO 9001 and 14001, AEO, PEFC, CSR, SuperDrecksKëscht fir Betriber and Sécher a Gesond mat System

certified, NO-NAIL BOXES is part of the packaging division of the ALIPA Group, a Luxembourg industrial packaging and lifting specialist with approximately 130 employees.

29/10/2018 |



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