

## Client

The client is one of the leading global providers of environment, health and safety (EH&S) compliance and information management services.

## Client Requirement

The client was looking for a **reliable vendor partner for outsourcing part of their waste management services.**

- Vendor should have **previous exposure to providing (M)SDS services** and should have **skilled staff with understanding of chemical terminology** vital for providing waste classification based on **federal and state guidelines.**
- Vendor staff should be able to classify (M)SDS **in compliance with the federal TRIC or non- RCRA regulations.** The (M)SDS documents received under the project can fall in either of the two categories:
  - New USA-a new (M)SDS has been associated to a product or
  - Rev USA-a (M)SDS existed for this product and now the SDS has been updated/revised.
- Vendor Staff has to be trained to review and classify the received (M) SDS and apply **US Federal and other state codes (CA, CT, FL, IL, IN, KY, MA, ME, MI, MD, MN, MO, NE, NH, NY, OR, RI, SC, TX, UT, VT, and WA)** for waste management to these documents.
- Classification **accuracy** should be 97%.
- The vendor was expected to have infrastructure in place to scale up leading to classification of **five thousand documents per month** with initial target of two thousand documents per month received in weekly batches with a **TAT of one week** for each batch.

## IDS Solution

- Experienced staff with necessary qualifications and background was identified. All team members selected to do the Waste classification were **chemistry graduates or post graduates.** A comprehensive interactive training program was then worked out with consent of client.
- Training was followed with a **limited volume paid pilot for two months.**
- Following success of the pilot, the live work was scaled up as per an agreed upon ramp up plan. Currently IDS team has built up the capacity to classify up to **2000 documents per month at agreed client SLA.**
- IDS implemented a **two stage process** in which first stage staff reviews and analyzes each (M)SDS document in detail for all the hazard statements made by the manufacturer regarding the properties and hazards of the material. Based on the review, material is then classified by assigning federal and various state codes as per the client specifications. A second QC team member then carries out a **one hundred percent quality check** of the classified documents before saving them on client system to ensure quality.

## Client Feedback

**Client is delighted with project progress and has assured further ramping up of monthly volumes!!**