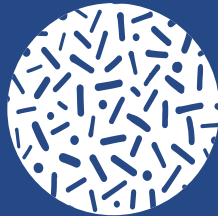


# QUALITY SUPPLEMENT CONTRACT MANUFACTURING THROUGH CHALLENGING TIMES



Information and  
communication  
build trust and  
create success

# WHAT'S INSIDE



- 3 Information is the key ingredient
- 4 Not just an acronym
- 4 Extensive and diverse capabilities
- 5 Formulation expertise and industry connections
- 6 Completely turnkey service, personalized
- 7 Certifications & Quality Control



# INFORMATION IS THE KEY INGREDIENT

It's no secret that the pandemic disrupted supply chains, scrambling logistics and shattered shipping routes. All this transpired while the demand for supplements spiked like the blood pressure of many procurement and forecasting professionals. One key ingredient for meeting demand successfully never ceased flowing seamlessly for GMP Laboratories of America: information.

"We emphasize keeping an honest and transparent dialogue with our customers to ensure they know about any delays we are experiencing," says the contract manufacturer's sales manager, Adam Ishaq. "It is crucial to manage customer expectations in the manufacturing business, especially during such a difficult time in the supply chain of nutraceuticals."

With the war in Ukraine adding to global logistical disruption, those difficult times continue, making working with a trusted contract manufacturer more critical than ever. Clear communication is key to building that trust. Proven communications processes are built into GMP Lab's operations as solidly as the gleaming stainless steel mixing vats

and cutting-edge encapsulators in the company's 100,000 sq. ft. Anaheim, California facilities.

**"GMP LABS OF AMERICA SEPARATES ITSELF FROM OTHER MANUFACTURERS BY ENSURING THAT WE HAVE OPEN AND HONEST COMMUNICATION ABOUT OUR LEAD TIMES AND ANY ISSUES WE FACE WHILE MANUFACTURING PRODUCTS," SAYS ISHAQ.**

If a challenge arises, customers need to know what is going on and how their manufacturer will overcome it. "We hear of many manufacturers who are, unfortunately, unresponsive, or try to sweep issues under the rug and then end up disappointing customers by not keeping them aware of the progress on their orders."

By always valuing transparency as a top priority with customers, family owned GMP Labs has built partnerships spanning years and even decades. Superior customer service is a fundamental reason why brands have partnered with the company again and again. GMP team members are always available to handle customer concerns throughout the manufacturing process, from custom product



formulations to export documentation. The company does not only report on the manufacturing process; team members operate as strategic partners. A quarter century of success bringing superior nutraceuticals to market informs insights and recommendations they offer brands as they face key decisions along the procurement and manufacturing journey.

## NOT JUST AN ACRONYM

The “GMP” in GMP Laboratories of America stands for the “Good Manufacturing Processes” at the company’s core. “It represents our commitment to quality and excellence,” says Ishaq. The company is known in the industry for the superior quality of the vitamins and supplements they manufacture and for rapid turnaround.

What did the company have to change to keep employees safe during COVID? Not much. “Thankfully, as a

cGMP-compliant company and an NSF for Sport Certified Lab, we always have had the highest quality and safety procedures in place,” says Ishaq. “We only increased these by working to limit employee gatherings and minimizing close contact wherever possible.” Since protocols such as masks and intensive cleaning were already part of the workplace, COVID-related safety changes weren’t needed and did not have an adverse effect on lead times.

## EXTENSIVE AND DIVERSE CAPABILITIES

GMP custom manufactures and packages two-piece hard-shell capsules, tablets, powders and liquid formulations. State-of-the-art equipment enables custom formulation of syrups, flavored omega-3 fish oils, liquid suspensions, ready-to-drink beverages, antioxidant juice blends and more. It is one of only a few west coast contract manufacturers with refrigerated storage for temperature sensitive ingredients like probiotics. GMP operates two facilities located in Anaheim, California.

The company can produce millions of tablets every month. GMP has the technology and machinery to compress large amounts of material in a single dose in the most cost-effective delivery format for supplements. They can make a wide variety of tablet sizes and shapes, coat them enterically and cover them in a rainbow of coating colors to match your branding.



GMP custom manufactures and packages two-piece hard-shell capsules, tablets, powders and liquid formulations. State-of-the-art equipment enables custom formulation of syrups, flavored omega-3 fish oils, liquid suspensions, ready-to-drink beverages, antioxidant juice blends and more.





The facility can produce over 50 million hard shell capsules each month. While they emphasize plant-based capsules for clean label and taste, they also offer gelatin capsules, delayed release capsules and colored capsules. The company can blister pack up to 500 cards every minute.

GMP has been making homeopathic products since the company launched in 1994, specializing in dry products such as tablets and two-piece capsules. It strictly adheres to OTC drug manufacturing requirements of the FDA (CFR Part 211) as well as the traditional practices and guidelines outlined in the

Homeopathic Pharmacopoeia of the United States (HPUS). GMP Labs has been granted an OTC drug license as part of compliance with CFR Part 211.

IN ONE SHIFT ALONE, GMP'S FLEET OF V-BLENDERS, RIBBON BLENDERS AND PLANETARY MIXERS CAN BLEND THOUSANDS OF KILOGRAMS OF POWDER.

In one shift alone, GMP's fleet of v-blenders, ribbon blenders and planetary mixers can blend **thousands of kilograms** of powder. CGMP blending methods ensure entirely homogeneous blends. The next-generation cold-filled liquid facility can manufacture liquid nutraceuticals to meet the growing demand for better bioavailability and absorption—and to meet the needs of younger and older customers who have difficulty swallowing pills. The company can source a wide variety of glass and plastic bottles ranging from 10 ml to one gallon.

GMP works with brands of all sizes—from startups to household names. They offer flexible runs and work together with a brand as it grows.

## FORMULATION EXPERTISE AND INDUSTRY CONNECTIONS

With 25 years of formulation experience, GMP's research and development department offers a complete range of services to transform your idea into the ideal formula. Technicians can help create custom flavor profiles and develop taste profiles to match your goals for texture, aftertaste, mouth feel and sweetness.



Pilot batches are free with the purchase of a full production batch of the formulation. "Pilot batches are where we take your active ingredient profile and our best approximation of the excipients needed and make the product come to life," says Ishaq. At this point, specialists can determine exactly which excipients make powder blends flow most efficiently and completely fill capsules. During the process, brand partners review and approve any changes that may be needed.

With more than two decades of flavoring experience, GMP scientists can conduct research on powders to match desired flavors and nutrition profiles. This saves brands the cost of using an outside flavoring company.



The lab also has extensive experience formulating products to meet specific guidelines for diets such as keto, sugar-free, paleo and vegan.

## COMPLETELY TURNKEY SERVICE, PERSONALIZED

"We understand that our customers need to focus on what they do best: marketing their brand and selling their products," says Ishaq. GMP provides the "solution that lets them focus on their business rather than the complexity of manufacturing operations and supply chains." The lab will procure all raw materials, manufacture the products and then package them. They help "customers bring their product ideas to life by using our manufacturing expertise to create the excipients needed to run their product, whether that be compressing agents in a tablet, lubricant/anti-caking materials in a capsule, or the flavoring and sweeteners needed in a powder or liquid supplement," he says.

While the manufacturing is automated, GMP's customer service is completely personalized, with team members meeting brands' unique needs every step of the way, building partnerships brands trust and turn to for years and years. Deep experience enables the team to see potential challenges before they happen. The company's ability to stay ahead of the curve on supply chain challenges allows it to proactively engage with customers and, as partners, plan the best options—an invaluable capability, especially in these uncertain times.



# CERTIFICATIONS AND QUALITY CONTROL

**GMP** Laboratories helps brand partners with a range of certifications, including Kosher, USDA Organic, non-GMO and gluten-free. GMP Labs is also NSF for Sport-certified. Formulations can meet international conformities, with GMP Labs having experience helping customers export products to over 25 countries. GMP Labs holds a Drug Manufacturing License issued by the State of California Food and Drug Branch and is registered as a Drug Establishment with the FDA with certification by two independent GMP auditing agencies, making it one of the most elite companies in the industry. It also has a Foreign Site Reference Number registration with Health Canada. GMP's on-site warehouse is a cGMP Registered Facility.

The company is committed to providing

services to complete the required export documents such as the legalization of export and trade documents, including certificates of free sale, certificates of origin and certificates of good manufacturing practices.

Every single tablet or capsule produced by GMP is individually inspected using the company's automatic sorting system before it leaves the facility as well as at various stages during the manufacturing and packaging process. Clear from the company's name, ensuring product quality throughout the manufacturing and packaging processes is a core principle.

Before any product is shipped, it is scrutinized in the lab to make certain it meets specifications. Customers can select from extensive testing options as part of the quality assurance process.



NSF GMP & SPORT  
REGISTERED FACILITY



DRUG ESTABLISHMENT  
REGISTRATION



SCS GLOBAL ORGANIC  
CERTIFIED



HEALTH CANADA FOREIGN  
SITE REGISTRATION



PET FOOD PROCESSOR  
LICENSE



KOSHER



HALAL