



New Product Request

Process

The Redipor® new product request is available to any customer who needs a product developed to specific requirements. This could be anything from a packaging request, such as triple-wrapped plates, to an entirely new formulation or product with a specific pH value.

All requests are subject to stringent internal processes to ensure a high-quality product is manufactured and delivered on time.

What We'll Need

First, we'll need to understand the key components of the product:

- Formulation
- Presentation (fill volume, plate or bottle)
- Packaging requirements
- Sterility assurance (irradiation or terminally sterilised)
- QC testing: does this need certain organisms as part of testing, or to meet certain regulatory standards?
- Shelf-life requirements
- Delivery lead time
- Your deadline for ordering
- How much you'll need, and how often
- Any further applications of the product

If you already produce in-house, we also need to understand your process to determine whether Cherwell can replicate or adapt this.



Risk Assessment

If you're looking for a simple variant on a packaging format that we already produce, or a new fill volume, this is a relatively straightforward, low-risk process; if approved, the product is likely to be available to order in two to four weeks.

A product that involves a change in container type is a little more complex. There's greater risk, because we don't know how formulation and container will interact, which could impact the product's performance. We need time to investigate this, so it can be several weeks until the product is available to order therefore identified as a medium risk.

If your product has an entirely new formulation, raw materials or specific production requirements, this is a high-risk proposal. We'll need to implement a full review of the process, trialling, and steering group assessment. Due to the greater complexities and internal processes involved, such a request may be subject to an initial, upfront fee. This is non-refundable and doesn't guarantee that Cherwell will be able to provide the finished product.

If your product requires a shelf life longer than can be safely risk-assessed, the additional product and multiple batches will be put through the shelf-life programme to determine whether the shelf life you're looking for is achievable.

Reliable, Adaptable, Partnership

We'll review the entire process at key stages, make sure we understand any challenges, and communicate any issues to you. Products will be subject to any trials that may be required.

When all stages are complete, our Quality Assurance department will review everything, including supporting documentation, specification, production process and quality testing.

Cherwell's adaptability means we're agile enough to respond to any issues that may arise. We'll work in partnership with you throughout the process to deliver a product that meets your unique requirements, to a schedule you can depend on.

Our New Product Request form can be found here <https://www.cherwell-labs.co.uk/new-product-request-lp>



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