

Phase 1

Initial Contact & Project Discovery

- Discovery call to understand project scope and customer's needs takes place
- Samples and comparable parts are reviewed
- Added services, quantities, timing, and shipping needs are discussed

Phase 2

Quotation & Estimation

- Requirements are aligned with capabilities, tolerances, certifications, packaging and manufacturability
- Design recommendations are investigated to improve cost and quality
- Additional services are considered like stocking and kanban to ensure a smooth production flow

Phase 3

Order Confirmation & Planning

- Contracts are reviewed to ensure all requirements are met
- Kick-off meeting with Sales, Engineering, Operations, Quality and Customer Service takes place
- An Item Master and Standard Routing are created to ensure consistency and a repeatable production process

Phase 4

Production & Quality Validation

- Initial samples (first articles/PPAP) are completed and inspected to ensure process alignment and quality expectations are met
- Parts are produced by skilled craftsmen leveraging advanced technology
- Sales and Customer Service maintains open communication with customer verifying all needs are met throughout the process

Phase 5

Inspection, Delivery & Follow-up

- Final inspections occur and needed documentation is prepared
- Delivery to customer site location or 3PL provider is coordinated
- Follow-ups take place after delivery to confirm customer needs were satisfied



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