

Customer Success Map

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Phase

1

Onboarding

Phase

Validation

Phase

3

Production Ready

Initial Inquiry

- Project Overview
- Review Capabilities
- ◆ Timing

Getting Serious

- Detailed Requirements
- NDA
- ◆ Facility Tour

Quote

- Confirm Details
- Complete Design

Engage

- Specifications
- Credit Application
- Customer Portal
- Project Tracking

Validation Preparation

- Device Review Checklist
- Sterilization Assessment
- Tooling and Materials
- Manufacturing Docs
- Study Protocol(s)

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SAMPLE ORDER

Validation Process

- Test Article Order
 - Test Article Builds
- Laboratory Analysis
- Final Reports

Production

- ◆ Label Art/Proofing
- Final Manufacturing Docs
- Facility Audit
- Production Builds
- Success!

Ongoing Improvements

- ◆ Line Flow Review
- Customer Feedback Reviews
- Forecast Reviews
- Design Improvements

ltems in yellow are customer driven