ASSEMBLY SERVICES AND PACKAGING, INC. CUSTOMER SERVICE MODEL

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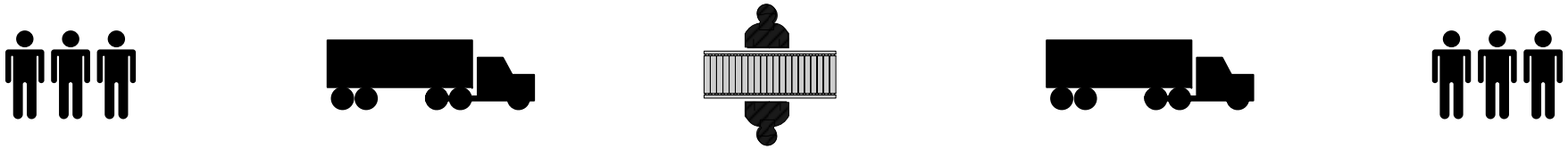
Inputs



Project Phase

Project Qualification → Project Intake → Project Processing → Project Delivery → Project Closure

Procedures & Processes

Define Requirements
- o Processing & Quality
- o Parts & Material
- o Resources & Equipment
- o Lead & Delivery

Develop Proposal
- o Analyze Requirements
- o Refine Deliverables
- o Determine Cost Components
- o Develop Value Structure

Project Acceptance

Coordinate Logistics
- o Incoming Parts
- o Incoming Materials

Inventory Components
- o Quantities
- o Qualities

Schedule Project Processing

Production Optimization
- o Work Cell Layout
- o Task Sequencing
- o Line Balancing
- o Quality Points

Processing Training
- o Workflow Training
- o Quality Training
- o Task Training
- o Productivity Training

Processing & Monitoring
- o Initiate Processing
- o Inline Quality Assurance
- o Bottleneck Monitoring
- o Productivity Monitoring

Post Processing
- o Quality Sampling
- o Pallet Verification

Coordinate Logistics
- o Outbound Finished Goods
- o Return Extra Parts

Project Review
- o Specifications
- o Quality
- o Deliveries

Project Acceptance