Omniseal Solutions
SAINT-GOBAIN

The Customer Journey:
Moving You From Powder Process To A Precision Solution

Customer Needs Analysis
1

Collection of Technical Data
2

Design of Technical Solution
3

Commercial Proposal
4

Prototyping of Rapid Model
5

Technical Validation
6

Serial Production
7

Logistic Coordination for Delivery
8

Support for Solution Integration & Installation
9

1 **ANALYSIS:** A customer has a challenging / insoluble requirement or has an existing solution that is no longer efficient or competitive.

2 **COLLECTION:** The team works in partnership with the customer to gather all of the pertinent technical data.

3 **DESIGN:** A tailor-made solution is designed and co-developed with the customer who benefits from not only our technical expertise to select material choice but also our mechanical expertise to create shapes and dimensions for the part.

4 **PROPOSAL:** With a custom solution ready, operations costs are analyzed, and a quote is sent to the customer.

5 **PROTOTYPE:** Once quote is approved, the design is then given to our prototyping cell to deliver a rapid model or production-worthy component.

6 **VALIDATION:** Items are first produced to high quality standards. They go through a series of controls in order to endure conformity of the solution. Validation of the developed solution can then start under real conditions inside the customer application.

7 **PRODUCTION:** Once validated, the design is placed into production and a large batch is made by the operations team.

8 **COORDINATION:** To prevent delays in transit, the logistic team evaluates the best method for rapid and safe delivery.

9 **INTEGRATION:** Precision components are delivered to the customer, including specific installation instructions to ease integration process as well as prevent damage.

Beyond the boundaries of
POSSIBLE

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