

## **OEM PLUS: An Integration of Service and Value**

The **OEM PLUS** program from Durex Industries, a value-added offering to select OEM accounts, combines the manufacturing quality of an ISO 9001 certified manufacturing process with customer specific service options designed to minimize customer cost, maximize customer interface, and optimize customer satisfaction.

The details of the **OEM Plus** program include the following options to various levels which are determined by customer requirements:

- **Preferred Delivery:** Our OEM customers receive priority delivery on new requirements or emergency outages. In many cases, parts are delivered the next day.
- **Factory Stock:** Our factory maintains stock levels of finished goods at pre-determined demand levels to satisfy all production requirements.
- **Consigned Product:** Durex provides customer site consignment programs or Kanban driven finished parts programs to adequate production support levels.
- **Freight Discounts:** Use our freight carriers and receive our discounts. Durex truck delivery is available for 25 mile radius OEM customers.
- **Assigned Customer Service Representatives:** Our OEM Plus customers are assigned to specific CSR's for integral data processing and continuity of service.
- **Payment Discounts or Extended Terms:** 2/10, N30 or longer terms as negotiated are part of our offering to our preferred OEM customers.
- **Weekly Order Reporting:** Open order reports, production status, invoice reports, stock levels, and other integrated reports are available to our OEM customers on a weekly basis. Paper or e-mail, your choice.
- **Private Labeling:** All components manufactured for our preferred OEM customers are private labeled individually and can be bar-coded in bulk.
- **Rapid Prototyping:** Our engineering staff integrates with our OEM customers for rapid prototype development with as much on-site support as necessary, no additional charge.
- **Tangible Engineering Services:** Solidworks drawings and 3D modeling equipment allow our engineering staff to provide replicated parts and tooling for cast prototypes.
- **Life Cycle Testing:** 24/7 thermal cycling stations with data recording provides on-going life testing under extreme conditions to prove designs or verify construction details of current designs.
- **FEA Analysis:** Algor software is used by our engineering staff to provide finite element analysis simulation and optimized product designs.
- **In-House X-Ray Verification:** On-site x-ray capability with digital viewing and storage for instant analysis of product condition or testing verification.