



Powder Coating 2017

Technical Conference

Customer Expectations for a System Install

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Overview

Overview

The objective is to review the customer's expectations prior to, and during the install process, focusing on the wants and needs of the customer and how it relates to the vendor's responsibilities. The goal is a plan for success.

- Review Suppliers Deliverables
- Discuss overlooked items of project
- Customer's responsibilities and impact on the project
- #1 Key to Success

Definition:

Turn-Key

Adj. Of or involving the provision of a complete product or service that is ready for immediate use

Customers expectations

Raw Parts In

Finished Parts Out



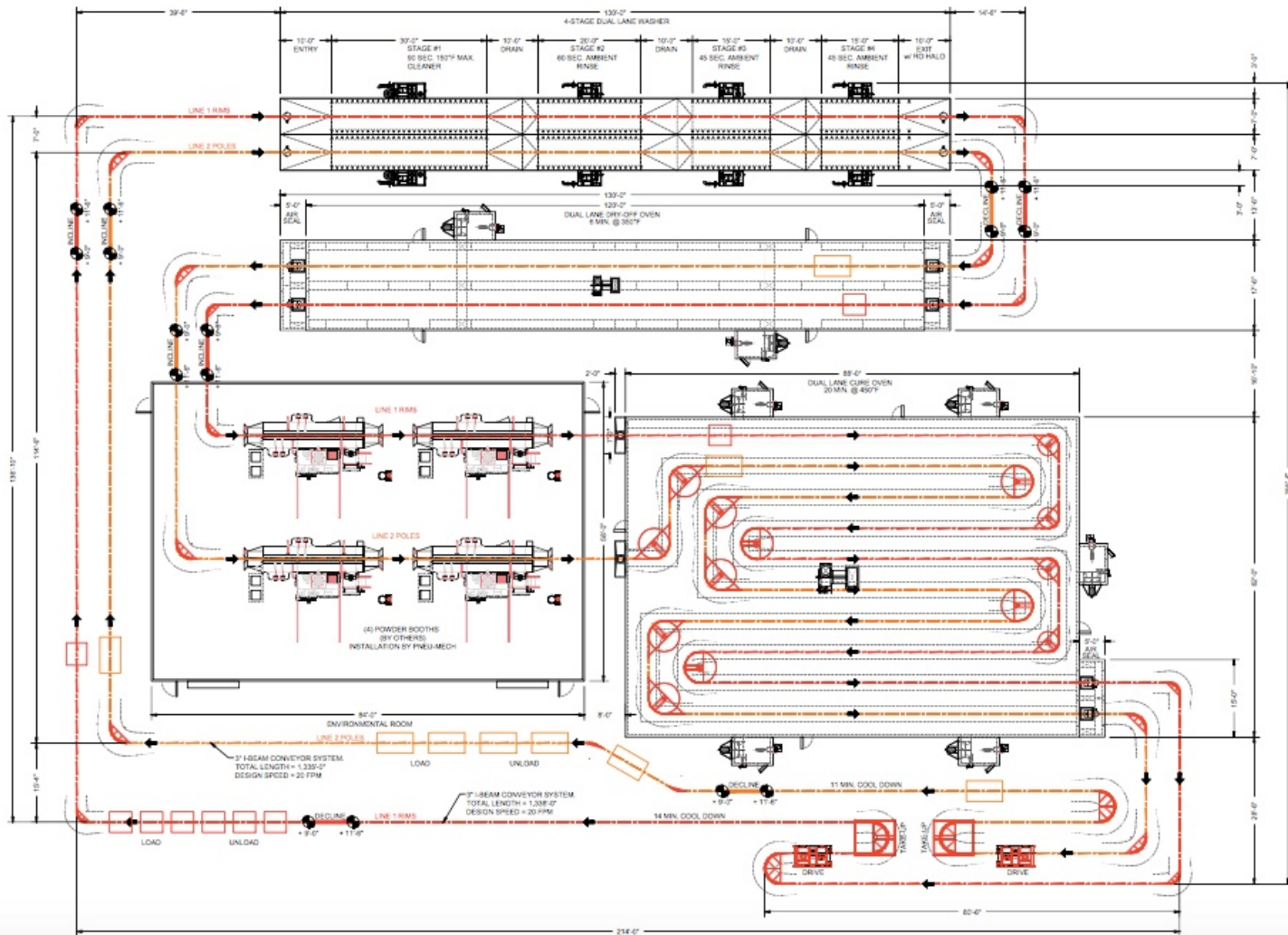


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System House Deliverables

Layout



Washer



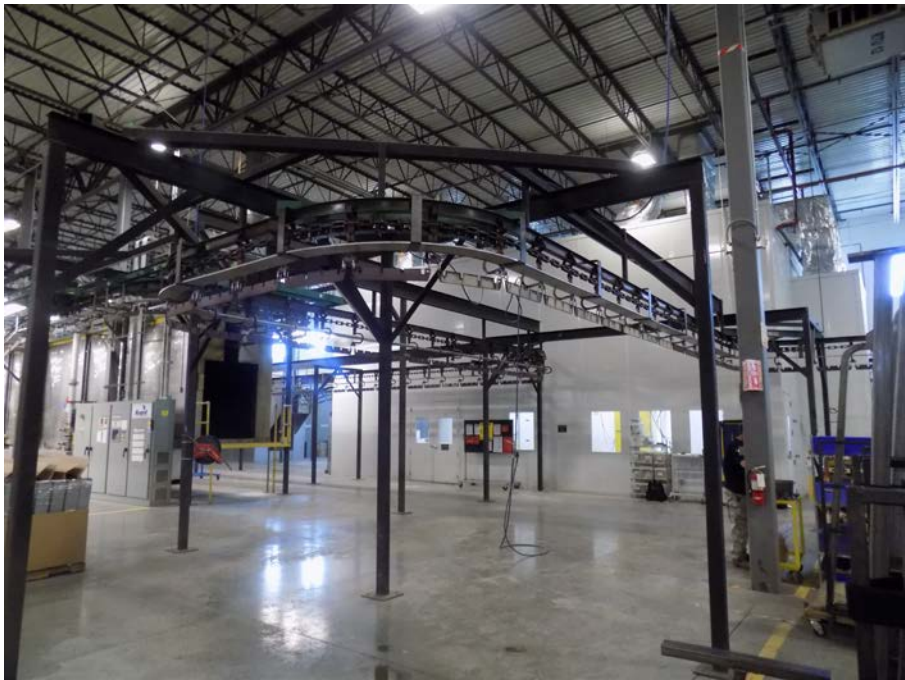
Ovens



E-Room with HVAC



Conveyor



Powder Equipment



RO System



Overlooked Items

**QUESTIONS SUPPLIERS
ALWAYS GET:
“WHO DOES THAT?”**



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Building Modifications

Concrete



Roof Penetrations





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Utilities

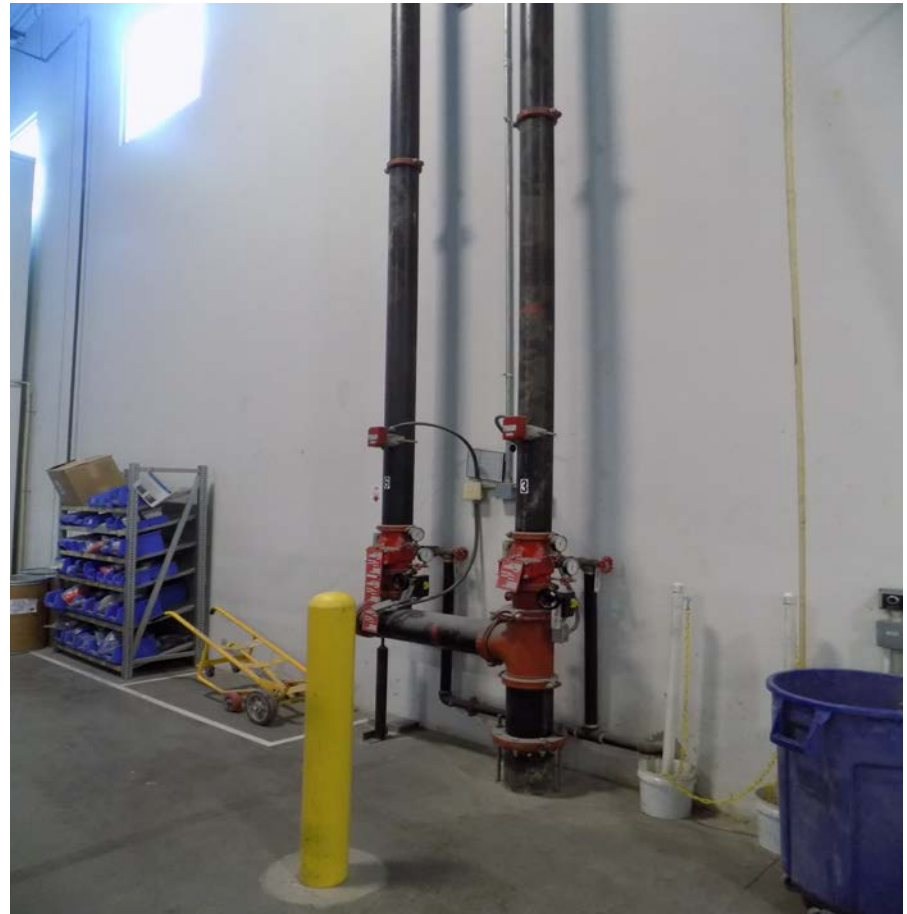
Electrical/Wiring



Gas



Water



Air



Fire Suppression





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Permits

Air Quality



Waste Water





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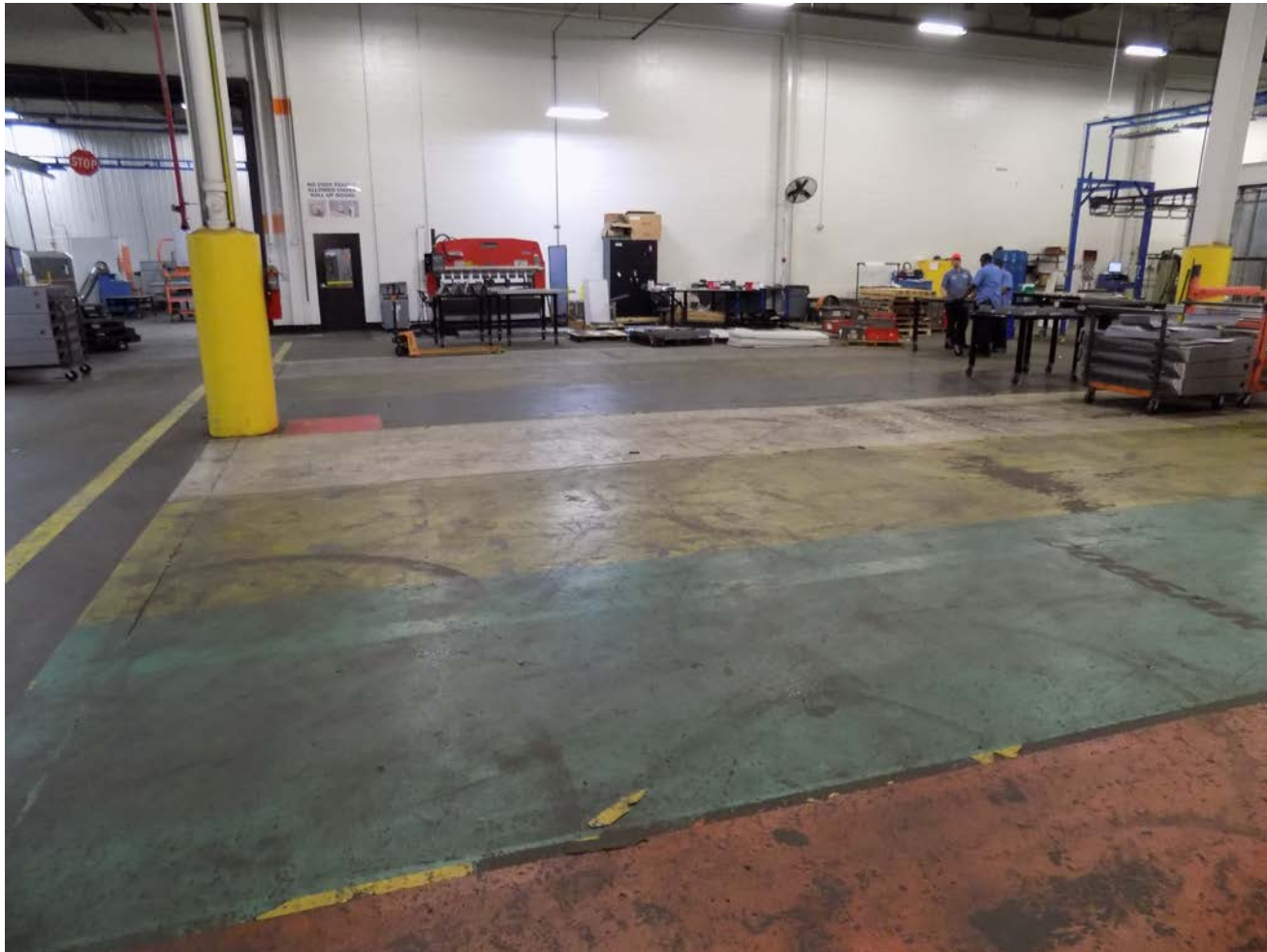
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Installation

Freight



Laydown



Rental Equipment





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Consumables

Chemicals



Powder



Hangers



Racks



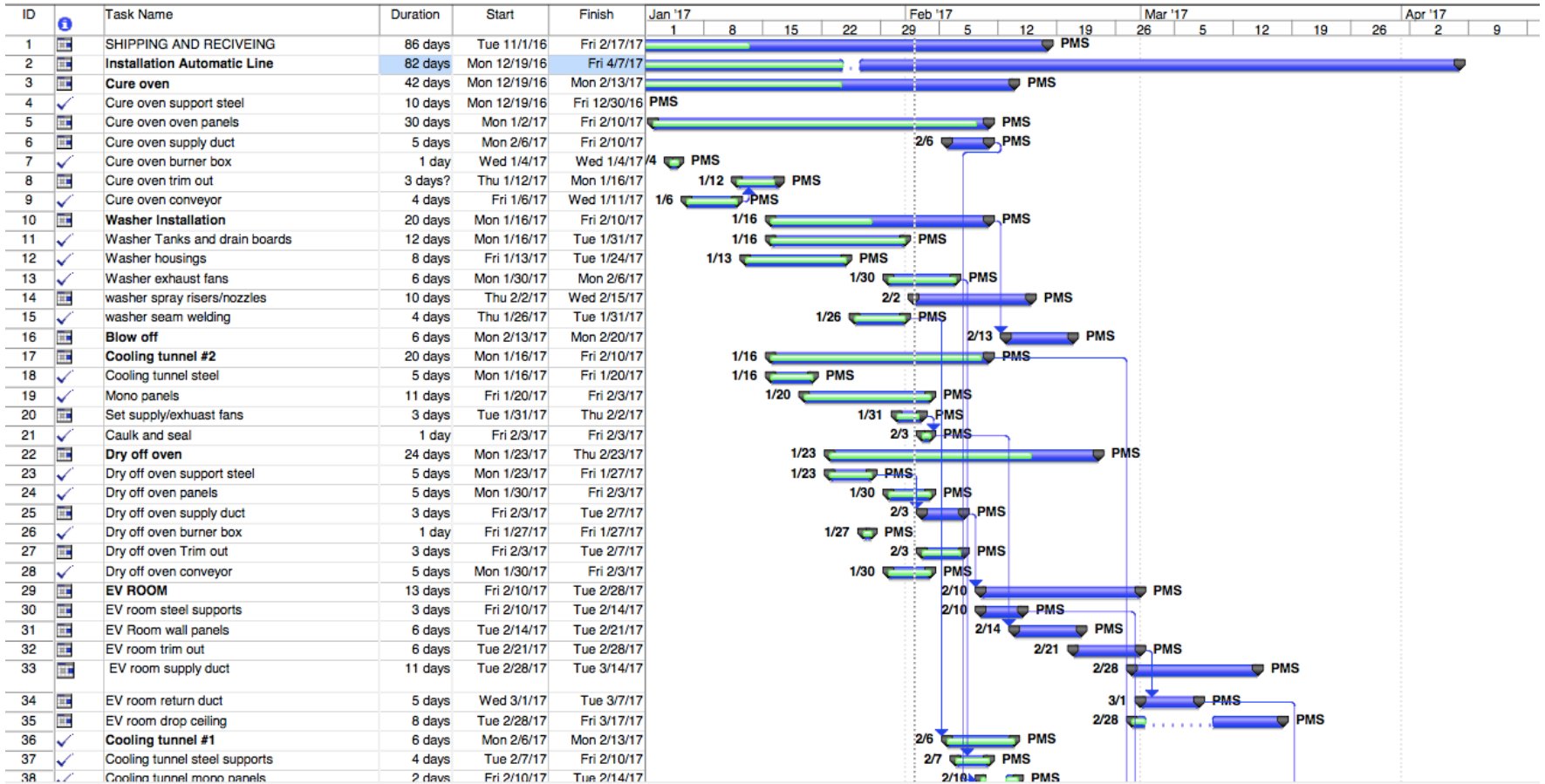


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Keys to Success

Project Plan and Management



Start-up and Training

- **Employees**
- **Parts**
- **Test Plan**

Communication

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