



POWDER BED FUSION

MATERIAL ONBOARDING WORKFLOW

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LATEST UPDATE:
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Our validated onboarding workflow guarantees a seamless material onboarding

Customer Journey

TECHNICAL
TOUCH



ONBOARDING
COMPLETED

STEP 1
Discovery
Meeting

STEP 2
Live
Support

STEP 3
Feedback
Collection

STEP 4
Further
Support

Requirements: Resources allocated and reserved on both sides

PBF Material Onboarding Workflow

#	Step 1	Step 2	Step 3	Step 4
Topics	Discovery meeting <u>before</u> trials (30 mins)	Technical support <u>during</u> trials	Feedback collection <u>after</u> trials (30 mins)	<u>Further</u> support
Objectives	To assess: <ul style="list-style-type: none"> • Expectations (timeline, application & print quality) • Customer level of expertise • parameters verification methodology 	To make trials successful	To discuss customer experience: <ul style="list-style-type: none"> • Print process assessment • Print parts quality assessment To discuss improvements	To keep customers satisfied <ul style="list-style-type: none"> • Print parts quality monitoring (New optional service offer)
Modalities	<ul style="list-style-type: none"> ❑ Recap e-mail ❑ Contact to technical lead ❑ Printing parameters ❑ Customer-specific tips 	<ul style="list-style-type: none"> ❑ E-mail exchanges ❑ Live support (MS Teams, WhatsApp) 	<ul style="list-style-type: none"> ❑ Print part quality report ❑ Improvement suggestions 	<ul style="list-style-type: none"> ❑ Regular e-mail exchanges ❑ On-site support (special cases)

THANK YOU

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