



## SUPPLY CHAIN SERVICES



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## SERVICES PRESENTATION

**Who, where, how, when, why**

### Scenario

Manufacturers, Retailers and Distributors of installations, equipment and components have in common the need to guarantee the compliance with the purchase contract specifications. Managing projects at international level implies complex production processes and supply chains, in a highly competitive global context. Delays, mistakes and obstacles of various kinds are the major causes of Customer not satisfaction.

### Solution

The set of solutions offered by **Limber CRADLER**, the **Limber** GROUP division with ad hoc services for the Supply Chain, allows you to improve your safety in purchasing.

### Our Services

Inspections of Second and Third part in the Manufacturing Industry allow to detect potential risks of delays in goods and quality misalignments in accordance to contract standards/mandatory regulations. In order to meet new markets needs, the enterprises are moved to call our Group to exploit its Industrial & Field Inspection services, to avoid contract and overshoot project budget penalties. The Core Business of **Limber CRADLER** consists of Inspections and Ratings for products and services certification of compliance. The main fields of applications of industrial inspections are metalworking, electromechanical, materials and components (metal sheets, forgings, pipes, flanges, fittings, seals, small parts, O rings, etc. ), equipment and machines (pressure vessels, heat exchangers, boilers, reactors, air coolers, piping systems, valves, filters, skids, pumps, electric motors, electric panels and switchboards, compressors, turbines, etc.).

the services  
you prefer



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**Limber CRADLER** offers services in **Industrial Inspection, Pre-Shipping Inspection, Pre-Vetting Inspection, Expediting, Survey & Rating, Factory Acceptance Test.**

## Core Business



**IND - Industrial Inspection**  
**PSI - Pre-Shipment Inspection**  
**PVI - Pre-Vetting Inspection**  
**EXP - Expediting**  
**SURA - Survey & Rating**  
**FAT - Factory Acceptance Test**

Recent studies show that there are six methods to act on preventable and correctable defects that, depending on the phase during which they are detected, can be attributed to Development, Production and Delivery categories.

Summary table of defects:

Stage	Prevent errors	Check & correct errors	1:10:100 ratio	Time consequences	Cost consequences
Development of style (samples)	Adapted design, capable factory		x1	Best option	Best option
		Early review of technical files	x1	Might cause slight delay	Very low cost
Mass production (workshop)	Good production & quality assurance		x10	Good option	More expensive
		Quality control after production	x10	Delays if repair is necessary	Expenses can balloon
Delivery to customer (shop/mail)	Exchange bad products		x100	-	Very high cost
		Customer keeps bad products	x100	-	Loss of future business

Tacking a look at the necessary insights, a close relationship between costs and times of development/production/delivery exists, and it is 1: 10: 100: this means that each single mistake during production will cost 10 times more than at the development phase, with a maximum of 100 times more if the mistake actually reaches the

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Customer. Consequently the Inspection service strategy works allowing the avoidance of discrepancy progress along the Supply Chain.

### **Meaningful Advantages and benefits in Supply Chain control**

In this area **Limber CRADLER** operates with Inspection and Audit services at different levels, designed mainly for the Customer needs.

- **Exploration:** deviations detection and elimination in the starting phase;
- **Support:** Fulfillment in your obligations regarding Customer needs and construction/start of service deadlines; in payments collection at set deadlines. Accurate and timely detection of potential risks and problems, to prevent delivery delays and penalties;
- **Prevention:** minimization/reset of delivery delays and related penalties; prevention of unsold invested capital, ensuring Customer reliability and integrity;
- **Planning:** support in planning and Project management, with a guarantee of on-time delivery;
- **Assistance:** support to avoid contract penalties, reimbursement requests or budget overruns;
- **Proficiency:** equipment, components, products and material Quality check;
- **Experience:** twenty years of relevant experience in international projects, results: companies faster and more efficient;
- **Customized Services:** multi-service portfolio and industrial know-how to provide innovative solutions to meet any needs along the whole supply chain.

### **Our Method**

Our Standard is able to adapt to different situations through the study of specific customized qualification plans, built on the Client evaluation model. We can arrange check-list for specification control, and we can perform documents evaluation, samplings and tests on products and traceability tests. The Corrective Actions applied will be subjected to an objective evaluation of adequacy to expectations. A successful Inspection requires the presence of three groups of people: the Customer, the Supplier and Third Part (in the Third Part Inspection case). The Customer representatives (Second Part Inspections) are needed to provide supervision and business systems technical knowledge, and are the direct contact for discrepancies occurrence. The Supplier

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representatives support the Inspection in case of problems arise. The Third Part impartiality defines and manages the activities, acting as host in order to create a neutral environment.

### **Scheduling**

**Limber CRADLER** will allow you to individually manage your inspections on-line in B2B mode: using an account, you can book/manage the inspection of interest and download the support (after having received an alert mail). Our team serves throughout all Italy with a guarantee at the basic time of intervention within 24h of our Customer request (60h for international activities), and with the chance to modify or cancel booking until 4:00 p.m. (Italian time) of the previous day.

### **Inspection Procedure**

Please refer to the Specific Service file.

### **Issued Documents**

**Limber CRADLER** promotes efficiency and ensures complete **Reports transmission within 10 a.m.** (Italian time) of the day after the day time Inspection. Regarding the activity is in shift mode, we guarantee a wait of no more than 12h after Inspection terminates.

## **National and International Directives/ Norms**

In the Supply Chain Services field, purchased materials/equipment/services Inspection is performed according to reference UNI EN ISO directives and to local national norms where applicable.

## **Value-added Services along the supply chain**

Services for the Supply Chain are an important support during the suppliers qualification, manufacturing and internal or outsourced shipping and installation. Thanks to a continuous experience exchange, our professionals have obtained a very high level of expertise. In this way we can implement you results in Quality and Safety, running Audits, Inspections and Tests according to your plans, specifications,

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regulations and international standards in force. We provide for correct and safe loading, shipping and unloading verification, anywhere in the world, ensuring the delivery of adequate and free of damage goods and materials. Furthermore we offer supervision and monitoring of all on site activities during construction and assembly.

The **Limber** GROUP **modular approach** enables customizable solutions to be covered over a wide spectrums all possible issues related to process and products of the Customer Company. Our Team is ready to provide you with the best support, remember our **Technical/Commercial 24H/7 Customer Service** is able to assess any request of offer and technical detail within the following 4 hours.

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The information contained in this catalog are indicative; typology and modality of service erogation will be defined in the contract. **Limber** GROUP reserve the right to carry out any necessary modifications without prior notice.

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