

PROJECT KICKOFF OVERVIEW

WHAT TO EXPECT AND TIPS FOR SUCCESS



Being committed to customer satisfaction means that Conair is in it together with you at every step of the way. That begins with setting you up for success in the way we kickoff your project. Here's how we do it:

1. INTERNAL MEETING

Every project at Conair begins with an internal meeting and a thorough site discovery session, helping us to identify every fundamental need to deliver the perfect solution.

2. SITE DISCOVERY SESSION

Following our internal meeting, a Conair project manager leads a site discovery session. The goal of this meeting is to address any questions or concerns upfront, avoiding larger issues that may arise as the project progresses. Usually lasting an hour, our team will:

- Review the order acknowledgment and flow diagram
- Walk through the system as a whole
- Discuss the goals of this purchase
- Discuss special requirements, such as documentation requirements, special paint colors, delivery timing and restrictions.

3. PROJECT OPTIMIZATION AND FEEDBACK

Once we have assured that we fully understand the requirements of your process and facility, we will provide a clear documentation package. This package serves as a "feedback loop" to confirm the project scope, and it also serves as a lasting record of the installation. The Project Manager will remain in constant contact during the production build, shipping, installation, and startup phases of your project.

TIPS FOR MORE SUCCESSFUL KICKOFF MEETINGS

During a site kickoff, our team is looking to get your final equipment locations nailed down, allowing us to generate the final bill of materials for any supplied tubing, as well as the final scope of work for the installation of the system. To make this process smoother, remember:

- Provide final equipment locations as soon as possible
- Address any site safety, accessibility, or policy requirements
- Share any installation deadline requirements upfront
- Define who Conair's key contacts are from your organization

Communication of this information early in the process leads to success for all parties involved.

Why We Take an "All-Hands on Deck" Approach

Our internal kickoff meeting includes the sales team, engineering team, project managers, production scheduling team, service technicians, and system engineers to provide the best possible customer experience when ordering a system.

Even if Conair is not awarded the installation of the system, our team takes the same detailed approach, digging into every item on the order, reviewing each equipment configuration for accuracy, making sure that we've accounted for every need upfront.

Having all hands-on deck with complex system orders creates a seamless experience that also allows each area of our talented team to provide their expertise and use past experiences to address any potential issues before they happen. All of this leads to Conair building and shipping the best product for your application while helping to eliminate delays and hassle.