

STANDARD OPERATING PROCEDURE

Phase 1: Gather “Field” Intelligence...

- ~ Build Mutual Relationship
- ~ Information Exchange
- ~ Wasatch to Identify Customer Needs / Wants
- ~ Wasatch to Perform “Product Analysis”
- ~ Wasatch to Register “Client Expectations”
- ~ Wasatch to Ask Questions (Interview)

Phase 2: Establish “Operational Plan”...

- ~ Initiate Wasatch Labs Quality SOP’s (Standard Operating Procedures)
- ~ Identify Relationship Non-Matches (non-synergies)
- ~ Wasatch to Perform SWOT Analysis: (Strengths, Weaknesses, Opportunities and Threats):
 - Identify Potential Opportunities
 - Educate Customer on Wasatch Capabilities
 - Mesh Customer Needs with Wasatch Core Competencies (with Client)
- ~ Explore Manufacturing Possibilities with Customer:
 - New Product Development Presentation (Offered by Wasatch)
 - Identify Potential “Secondary Manufacturing Source” for Clients’ Existing Product(s)
- ~ Start Product Development (Per Client Approval)
 - Order Raw Materials (Unique to each Customer)
 - Product Evaluation:
 - New Formula Development (Optional)
 - Existing Formula Refinement (Optional)
 - No Formula Action Needed
- ~ Quote Process Begins

Phase 3: Activate “Project Analysis”...

- ~ Refining of Quote(s)
- ~ Advanced Product Development (In Queue)
- ~ Customer to Provide Continual Feedback
- ~ “Corrective Action Process” Operational (for Customer)

Phase 4: Execute “Strategic Plan”...

- ~ Receive Customer (P.O.) Purchase Order
- ~ Production “Time-Line” Starts
- ~ Deliver Finished Goods (Per Client Specs)

