

STEP 1

CONTACT AND DISCOVERY

- Initial contact or outreach
- General company and product introduction
- Sales understands how the standard products fit the customer's needs



STEP 2

QUOTATION AND SAMPLE PRODUCTION

- Sales quotes customer's needs
- Sales may send sample barrels for customer review
- Customer approves quote or provides feedback



STEP 3

ORDER AND PAYMENT CONFIRMATION

- Customer sends a PO
- Customer submits down payment
- Engineering creates product drawings

STEP 4

APPROVAL AND REVISION

- Customer approval of drawing or client feedback
- Revisions to drawing as necessary until approved
- Engineering produces a first article for customer approval or revisions as necessary until approved



STEP 5

PRODUCTION

- Sales and Engineering hand off job to Operations
- Full production begins in agreed upon batch size
- Sales informs customer of order completion



STEP 6

SHIPMENT

- Operations ships barrels to customer
- Sales Team is always here for customer service, product support and questions, and additional orders