



A 3-Part Webinar Series

AFTERMARKET SERVICES

“How to Increase Revenue, Reduce Costs, and Build a Strong Reputation.”

PART 1

Understanding Remanufacturing
& Aftermarket Services

DECEMBER 8
11 AM - 12 PM

PART 2

A Case Study of a
Product's Lifecycle

JANUARY 19
11 AM - 12 PM

PART 3

How to Implement the
Aftermarket Services Process

FEBRUARY 16
11 AM - 12 PM

PRESENTED BY:



YOUR HOSTS

BRAD TURNER

Vice President of Marketing &
Business Development

BEN MILLER

Director of Aftermarket Services



MATRIC GROUP

DYNAMIC MANUFACTURING | MATRIC | WINDURANCE

PAUL ADAMSON

Chief Revenue Officer



HOLIDAY SAFETY TIPS

Inspect both indoor and outdoor lights for broken sockets, frayed wired and loose connections.

Don't overload outlets with too many electrical devices – this could cause a fire.

Ensure your vehicle is properly maintained. If maintenance is not up to date, have your car and tires inspected before you take a long drive.



BEFORE WE BEGIN



**We will send you the
webinar materials**



**Submit your questions anytime.
There will be Q & A.**



**Please complete the
exit survey**

AFTERMARKET SERVICES

The key to reverse supply
chain maturity

HISTORY LESSON

Remanufacturing began during World War II when there was an immense need to reuse automotive and truck parts. This gave birth to the remanufacturing industry. During wartime, natural resources were scarce and many of the resources we did have were going to the war effort.

Rebuilding used parts met the demand for quality replacements. With technology advancements, we continue to see the tremendous need not just in the automotive industry, but also the electronics industry and other industries abroad.

- **Trucks**
- **Airplanes**
- **Military vehicles**



ARC OVERVIEW

Returns Management
Solutions Company

**VERTICALLY INTEGRATED
PARTNER PROVIDING RETURNS
CREDITING, REFURBISHMENT,
REMANUFACTURING,
FULFILLMENT AND RECYCLING
SERVICES.**

Founded in 2002

Operations include 290k sf
of receiving & processing;
92k sf of distribution; 40k sf
of recycling

**FOCUSED ON COUNTERTOP
APPLIANCES, HOME COMFORT
PRODUCTS, AND FLOOR CARE**

Partnered with leading
Manufacturers, Brands,
Distributors, and Retailers

**PROVIDE ADVANCED ANALYTICS
THAT ALLOW CLIENTS TO MAKE
BETTER DECISIONS ON RETURNS
AND IMPROVE PRODUCT
QUALITY**



**A MEMBER-DRIVEN ORGANIZATION FOCUSED ON
ADVANCING THE ENTIRE REMANUFACTURING
INDUSTRY.**



Unified Voice

As a diverse and cohesive group, RIC speaks on behalf of the many different reman industry sectors.



Advocate

RIC represents the interest of our members to inform regulatory policy and reduce or eliminate barriers to improve acceptance and recognition of remanufactured products.



Collaborate

RIC fosters cooperation among reman industries in areas of common interest to promote the use of remanufactured products, and increase public awareness of the contributions reman provides to the economy and the environment.



Educate

RIC's mission is to educate all constituents of the benefits and value of the reman industry in job creation, lower cost of production, waste reduction, and market creation.



**Join the
Movement**



**Collectively
we are Stronger**

PROMOTES THE GROWTH OF ALL SECTORS OF THE REMANUFACTURING INDUSTRY.

Provides a forum for members to identify and address issues of common interest, benchmark and share best practices.

Builds a strong network to stay informed of developments in remanufacturing technology.

Provides education and training to the industry.

Advocates with policy-makers and government regulators to promote remanufacturing.

Works to increase awareness of the benefits of remanufacturing to government and the general public.



“The reverse movement of products offers many challenges and opportunities not present with forward logistics.” - Dr. Dale Rogers

RETURNS MANAGEMENT IS DIFFERENT

WHY CREATE A RETURNS STRATEGY



In simple terms:

1. Remain competitive in the marketplace
2. Address the needs of your customer(s)



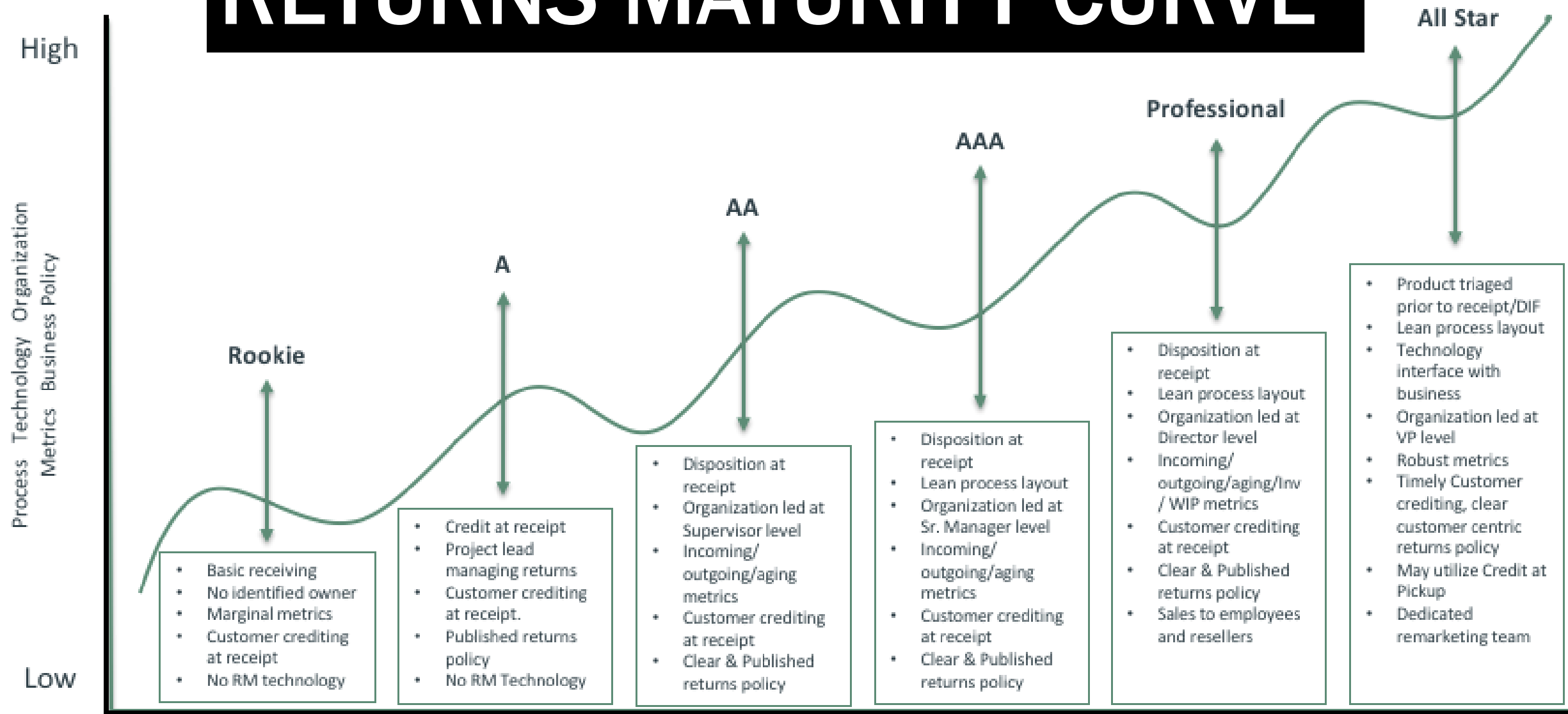
CREATE A WINNING STRATEGY

Not having a defined returns management strategy is madness.

3 necessary components of a winning returns management strategy:

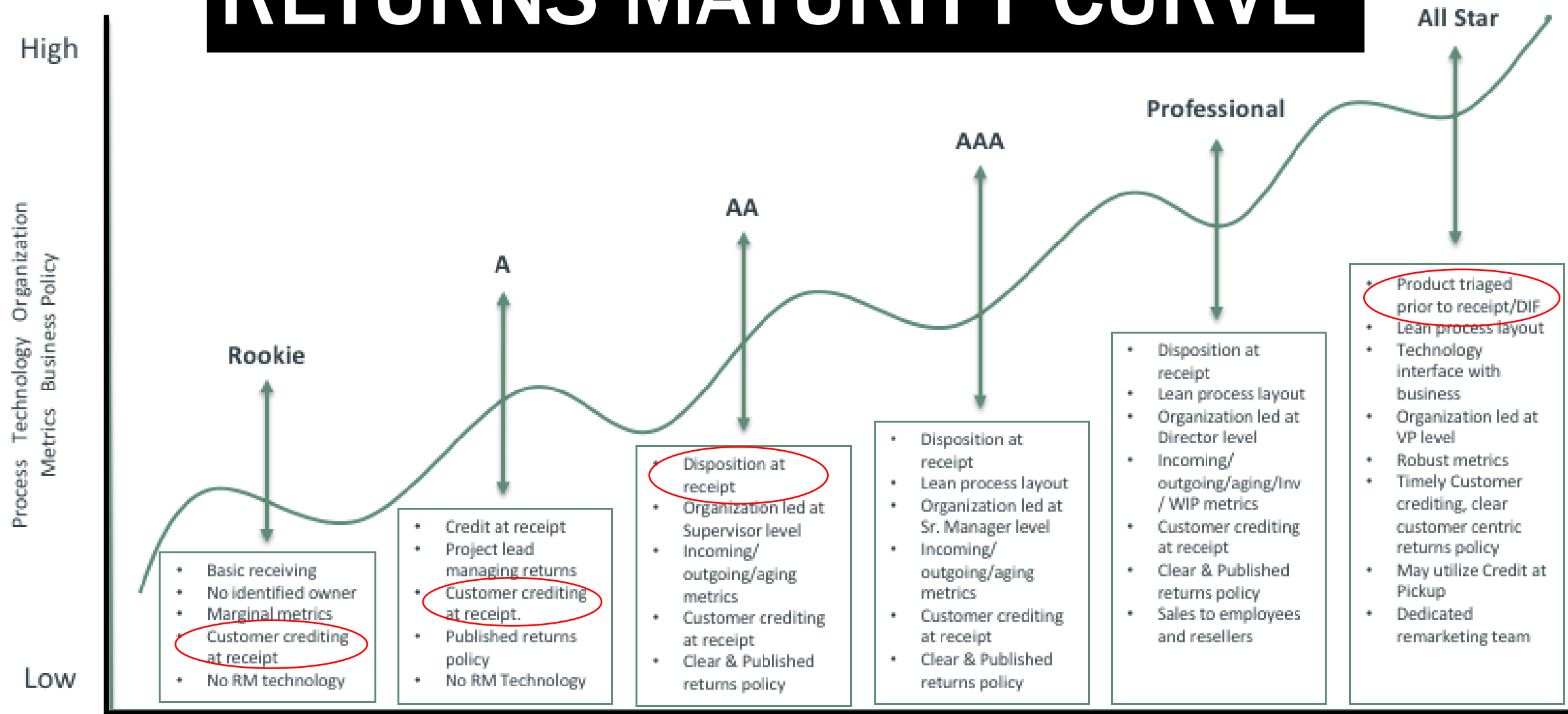
1. Must be based on returns
2. Must align with overall company goals & objectives
3. Must positively impact bottom-line profitability

RETURNS MATURITY CURVE



Returns Management Attributes

RETURNS MATURITY CURVE



Returns Management Attributes



RETURNS STRATEGY IN 5 SEGMENTS

BRAND MANAGEMENT



A solid returns management strategy must address a company's brand and market image



Successful companies recognize that today's return is tomorrow's sale

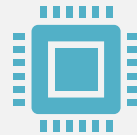


Focus on distribution of product into secondary markets

DATA ANALYSIS



Returns are inevitable



Capture key data: sales, engineering, and usage data



Leverage data: product improvements; replenishment planning



Apply data to move returns management decisions further upstream



INSOURCE... OR NOT

1. Recognize your core competencies
2. Insourcing decisions require a business to identify the right leadership, facility, staffing, and infrastructure to support the business.
3. Outsourcing allows a company to partner with an organization where returns are “core” to their business, but requires a different set of guiding principles.
4. In either scenario, a returns management strategy must address transportation management, customer crediting, and KPIs to support the program.



RESALE

01

A company must
monetize returns

02

Returns as
strategic to parts
supplies

03

Secondary
markets create
new challenges

04

Secondary
markets support
commoditized
products

METRICS

“Measure what is measurable and make measurable what is not so.” – Galileo



**1. WHEN TO INTRODUCE
METRICS**



**2. WHAT THE RIGHT
METRICS ARE FOR YOUR
BUSINESS**



**3. HOW TO MAKE METRICS
ACTIONABLE**



FINAL THOUGHTS

01

Executive leadership must focus on this important part of supply chain.

02

Effective reverse supply chain practices positively impact the customer experience and help drive repeat purchase

03

Each company must accept returns management as a strategic imperative.

Q & A



MATRIC GROUP

- ▷ **Founded in 1971**
- ▷ **Located in Northwestern PA**
- ▷ **Services offered:**
 - ▷ **Engineering**
 - ▷ **Printed Circuit Board Assembly**
 - ▷ **Electromechanical Assembly**
 - ▷ **Cable & Harness Assembly**
 - ▷ **Aftermarket Services**
 - ▷ **Obsolescence Management**





MARKETS SERVED

Aerospace

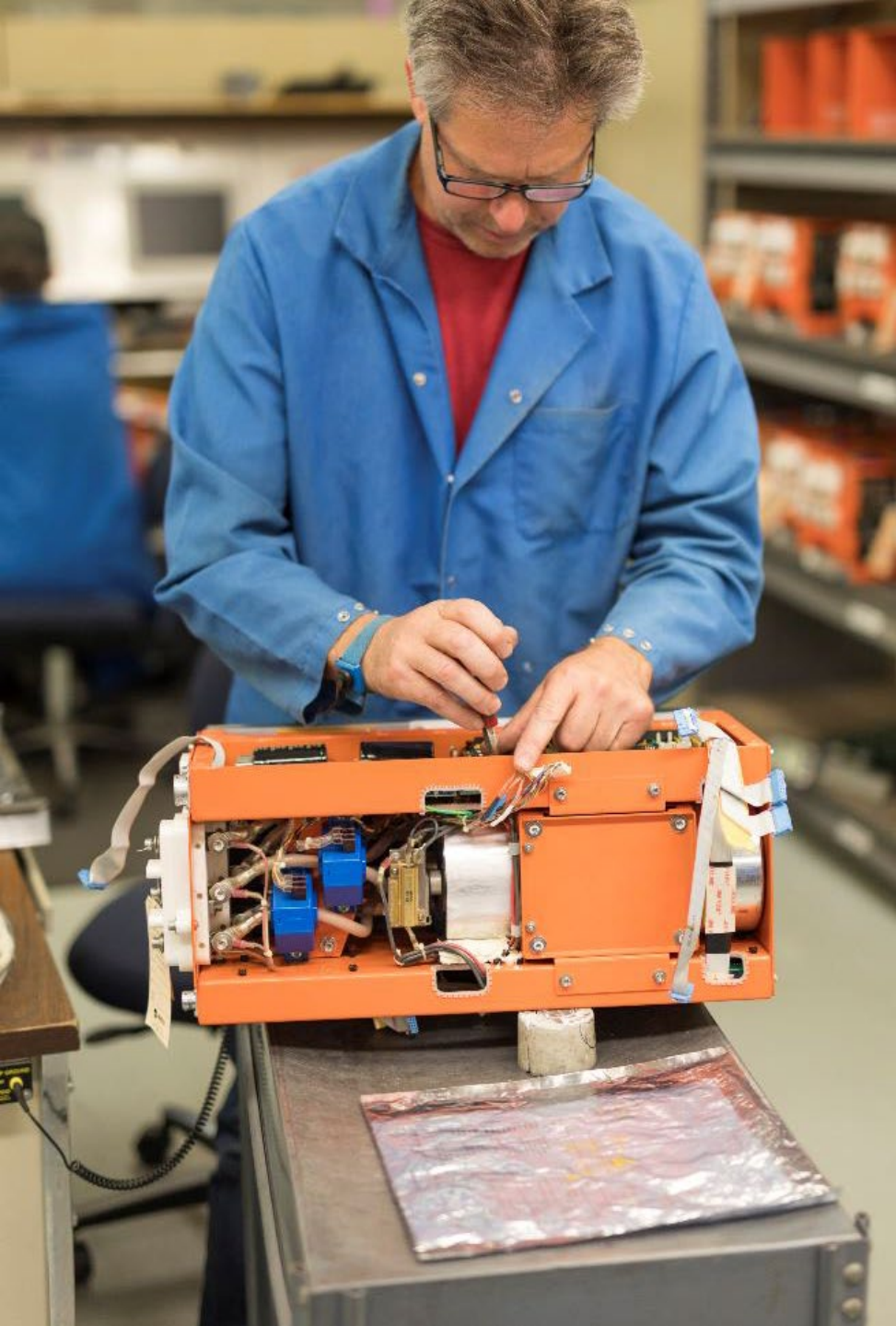
Energy

Heavy Industrial

Medical

Transportation

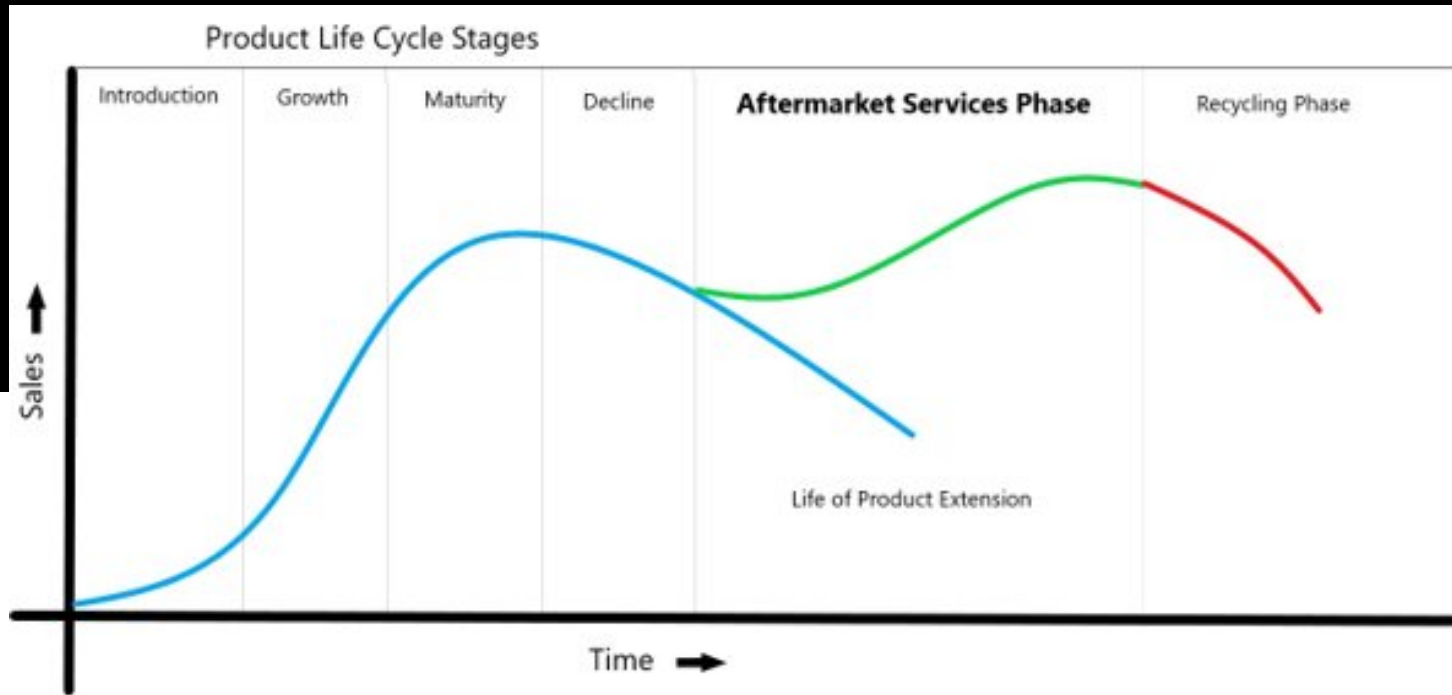




AFTERMARKET SERVICES (REMAN SERVICES)

Boards, modules and systems:

- ▷ **Clean, Inspect, & Test**
- ▷ **Troubleshoot & Repair**
- ▷ **Recalibrate**
- ▷ **Recondition**
- ▷ **Revision Update Software/Hardware**
 - ✧ **Service History Data**
 - ✧ **Failure Analysis Reports**
 - ✧ **(PLCM) Product Lifecycle Management Opportunities**
- ▷ **Field Service**



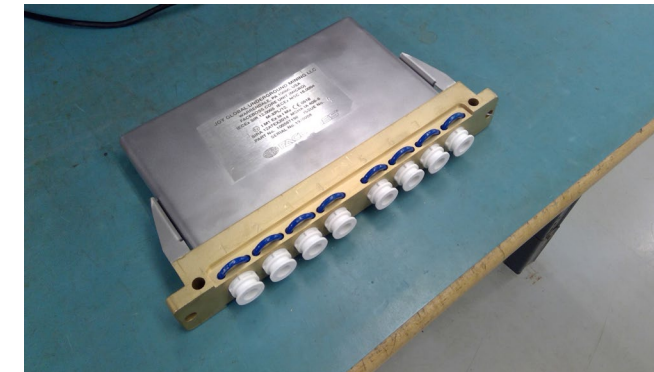
CUSTOMER A

Product Life Cycle

- ▷ On average 14,500 units received in and shipped back to the customer every year
- ▷ Around 1,200 units received in and shipped back to the customer every month
- ▷ Turnaround time goal of 10 working days
- ▷ 5-year average 10.8 days turnaround

- ▷ Sustainability
- ▷ Warranty
- ▷ Cost savings
- ▷ Customer satisfaction
- ▷ Reduce waste
- ▷ Excellent turn around time
- ▷ Upgrades
- ▷ Software
- ▷ Hardware

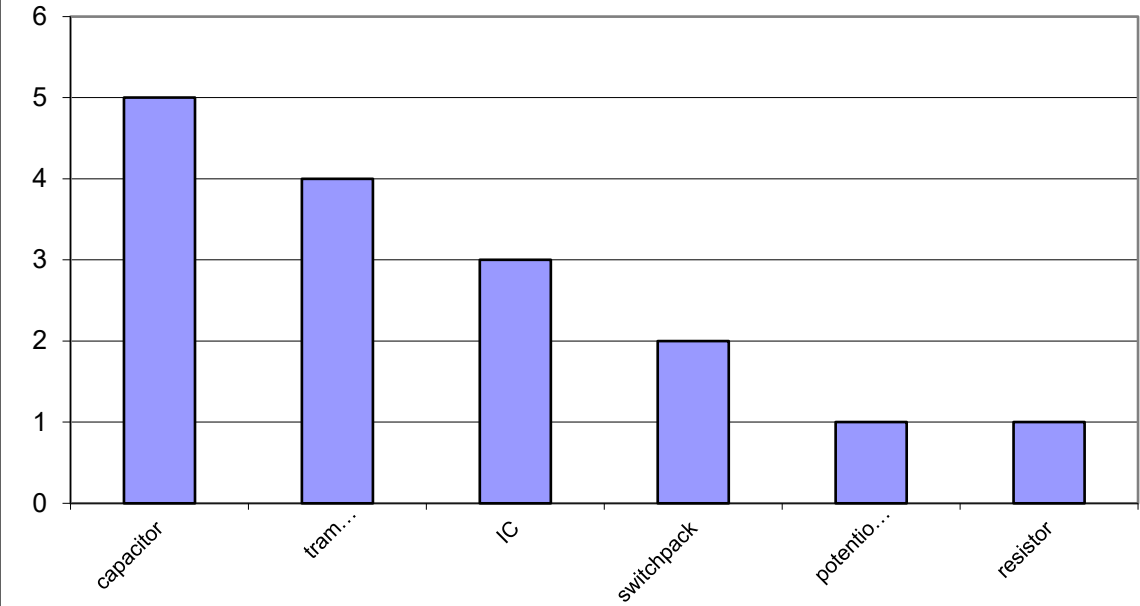
AMS INCOMING & OUTGOING COMPARISON



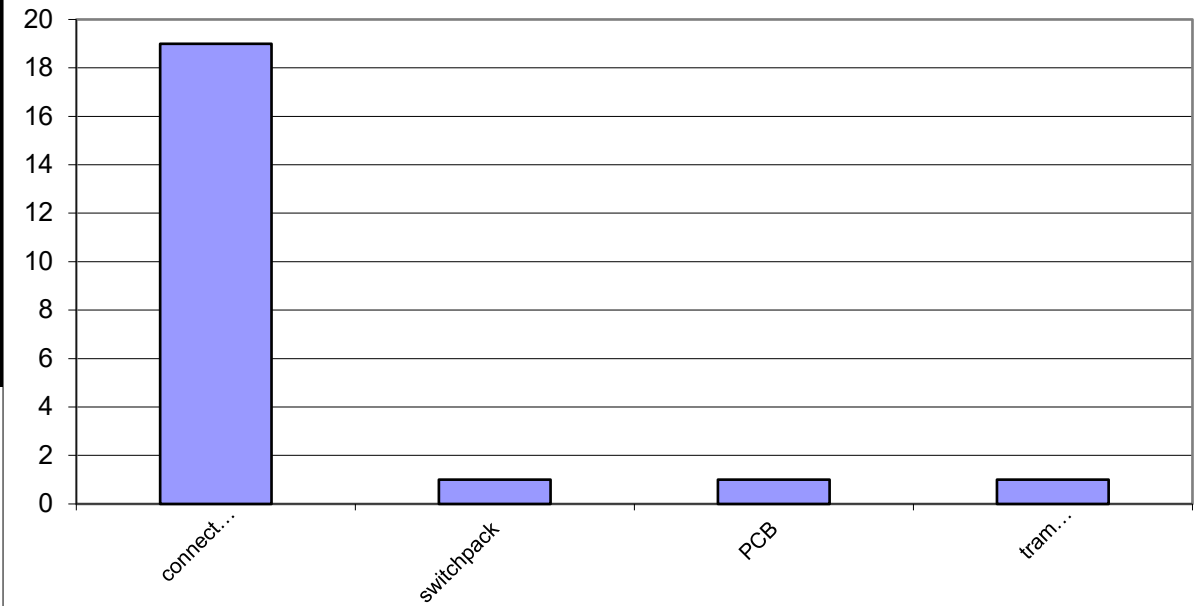
FAILURE ANALYSIS REPORTS – CUSTOMER A

Type	Cust p/n:	Matric p/n:	Calibrate Fail	Mfg defect	CompFail	Moist	Corrosion	Hi Amp	Oper Dmg	Phys Dmg	Phys Fail	Miss Comp	Unapp Svc	Prev Maint	Non Rep	No Fail	Clean&Test	Conv	EngUp	Total
xmitter	xxx-xxxx	500-xxxx								1						1				2
xmitter	xxx-xxxx	500-xxxx			1					1										2
xmitter	xxx-xxxx	500-xxxx																		0
xmitter	xxx-xxxx	500-xxxx													1				3	4
xmitter	xxx-xxxx	500-xxxx			1		6		2	23	2					2				36
xmitter	xxx-xxxx	500-xxxx								3										3
xmitter	xxx-xxxx	500-xxxx			1		1					1								3
xmitter	xxx-xxxx	500-xxxx																		0
xmitter	xxx-xxxx	500-xxxx			2		1		1	3						2				9
xmitter	xxx-xxxx	500-xxxx								2										2
xmitter	xxx-xxxx	500-xxxx							1											1
xmitter	xxx-xxxx	500-xxxx								2										2
xmitter	xxx-xxxx	500-xxxx						1					1							2
xmitter	xxx-xxxx	500-xxxx							1											1
xmitter	xxx-xxxx	500-xxxx			1				1											2
xmitter	xxx-xxxx	500-xxxx			2		1			8										11
xmitter	xxx-xxxx	500-xxxx																		0
xmitter	xxx-xxxx	500-xxxx																		0
xmitter	xxx-xxxx	500-xxxx																		0
xmitter	xxx-xxxx	500-xxxx	1		9		13		1	47	5					2				78
		Total	1	0	17	0	22	1	7	91	7	1	1	0	1	7	0	0	3	159

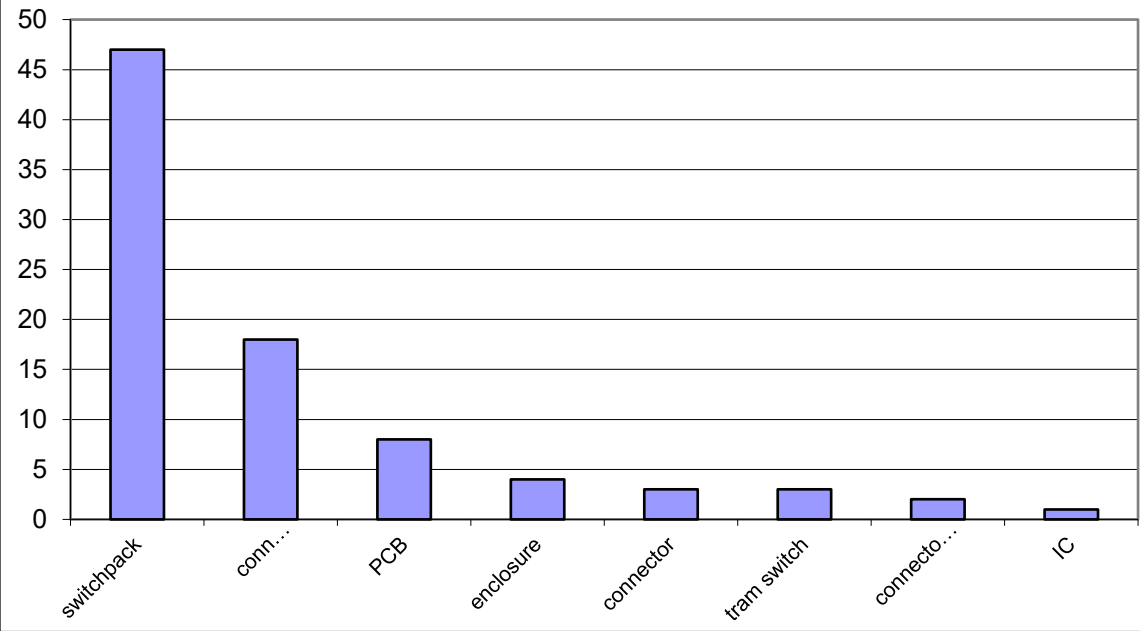
XMTR CompFail Primes



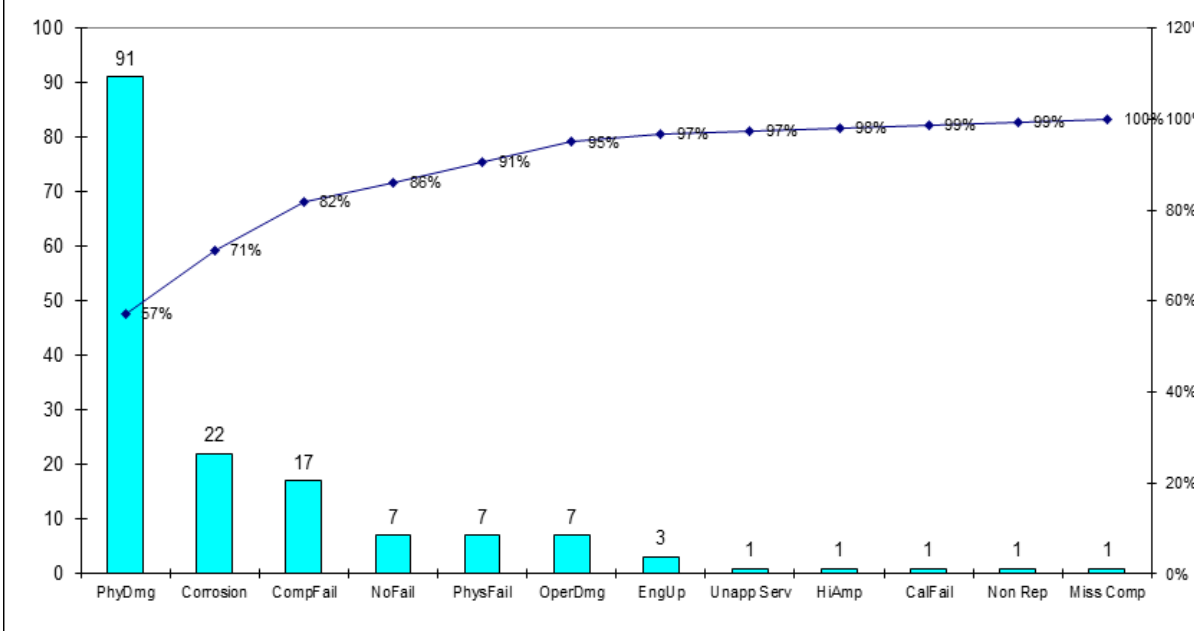
XMTR Corrosion Primes



XMTR PhysDmg Primes



XMTR Primes



VALUE-ADD OF REMANUFACTURING

1. Re-Engineering
2. Current Product Upgrade/Revision

Q & A

THANK YOU!

A graphic for 'PRODUCT LIFECYCLE' featuring a bar chart with bars in blue, green, yellow, and red. The background is filled with various business-related icons like a calendar, lightbulb, target, and people. A large red arrow points upwards from left to right.

PRODUCT LIFECYCLE

Part 2

EXAMINING A PRODUCT'S LIFECYCLE

Tuesday, January 19 @ 11 AM

A graphic showing a hand placing a white puzzle piece into a larger assembly. The puzzle pieces are white, with one piece being pink. The word 'Implementation' is written in red across the puzzle pieces.

Part 3

HOW TO IMPLEMENT THE AFTERMARKET SERVICES PROCESS

Tuesday, February 16 @ 11 AM