# **Unipak's Customer Journey**

Your one-source provider of contract packaging solutions



- Determine Customer Needs
- Discuss our **Capabilities**

## **Solution Design**

- Design Packaging Solution
- Create **Specifications**

- Determine Customer Needs
- Discuss our **Capabilities**

## **Purchase Order Acceptance**

- Purchase order placed & Accepted
- Bill of Materials Received

- Order Raw Materials based on BOM
- Verify Receipt of Goods

## **Produce Product**

- Equipment Set Up
- Begin Producing **Product**

- Ensure Product Meets or **Exceeds Specifications**
- Perform Lab Services as required

# **Ship Finished Product**

- Prepare Shipment **Documentation**
- Ship Finished Products

- Follow up to ensure satisfaction
- Discuss Future **Shipments**

### **Relationship Advocacy**

- Determine if we can assist with other needs.
- Maintain Communication

Our Values Unified Nimble Integrity Productive Accountable Kindness