



# SRM

Issue 1.0



**WILD**

The Service Roadmap of the WILD Group

# Put your trust in our support

13 service modules – 13 possibilities to introduce your products onto international markets in a more optimised, cost-effective and sustainable manner.

„As a customer, you are at the centre of our entire system.“ For the WILD Group, this is not just an empty marketing slogan, it’s a reality practised every day. The new service roadmap (SRM) demonstrates how seriously this systems partner takes customer orientation. SRM comprises 13 service packages which put the needs of the customers at the centre of our work and secure decisive competitive advantages for them in important phases of their product and value creation process.

These range from an innovative product idea that needs to be developed to studies required for a prototype, as well as a finished product that needs to be launched onto the market as soon as possible. As a customer, you usually have a lot of questions on the further success of a project: How quickly can my product be developed and manufactured profitably? Which manufacturing method is the right one in order to stay within the target costs? Is the supply chain agile enough to react to short-term changes in the requirements in a timely manner? Do all processes comply with the required standards and regulations?

Your great benefit of having WILD as a partner is that we have answers to all these questions. We stand out due to our modular combination of development, manufacturing and services, which we master at a high level like no other. Whatever the phase you currently find yourselves in, WILD will offer you precisely the service you need, tailored to your requirements, and with opt-ins and opt-outs to suit you. „One could compare these modules with selected ingredients in the kitchen. You can actually taste them as individual modules. Yet it’s the successful composition of all of the ingredients that will give your product its very individual note“, explains Josef Hackl, CEO of the WILD Group.

One can easily explain how the WILD Group managed to broaden its skills and services in recent years: „Knowledge-building through the Technology Roadmap and working within the WILD Integrated Network is what gives our customers the decisive competitive edge. We are quite aware that we need to further deepen, sharpen and reassess our 13 modules in the future. Our motto is: stay on the pulse of the market, both proactively and reactively. We have embarked on a promising course that will lead you to success together with us“, says Josef Hackl, confident about the company’s approach.



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## Engineering

### THE NEW PRODUCT

Whether you are in the middle of the development process or are still searching for ideas, we will develop precisely what you need.

When should one consider outsourcing in development? Basically, when one exceeds one's own development or manufacturing competence, when one lacks resources or when knowledge on the next technological steps is not fully available. Renowned manufacturers in medical and optical technology have already taken this decisive step and entered into a development partnership with the WILD Group.

Companies can get on board at any stage of development, regardless of whether they ask for the complete package - from the idea to the serial product - or just selected modules. Throughout the entire product creation process, WILD's engineering experts guarantee high-quality consulting services, cross-industry approaches, in-time production of working prototypes and a profound knowledge of the relevant norms and standards. From the very beginning, the focus lies on a feasible serial product that will not require multiple adjustment and redesign loops.

#### **One-stop interdisciplinary development**

This is guaranteed by the simultaneous engineering applied at WILD, which permanently aligns the areas of electronics, mechanics, optics, plastics engineering and software. This was successful in an exemplary manner in WILD's collaboration with customer Technolas Perfect Vision GmbH. Together with Technolas, WILD developed a system for the removal of the laser aerosol cloud, thus achieving a milestone in refractive surgery. One team was assigned to project management, concept development, documentation and prototyping. Another was responsible for the constructive implementation of the system and the preparation of manufacturing documents. Thanks to the basic research initiated by WILD, the clearly-structured development process and the interdisciplinary knowledge of the project management, transition to serial production was very quick.

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## Co-Engineering

### DEVELOPING HAND IN HAND

We will support your development team with the necessary far-sightedness and perspective. We can get your products ready for serial production at an attractive cost.

Keep the big picture in development while planning every detail. Deliver right-first-time quality in production. In order to achieve this, more and more innovative companies are taking advantage of the proven concept of co-engineering practised by WILD. After all, when you take the right decisions at an early stage, you can avoid mistakes in later project phases.

„The advantage is that we assess the products from the perspective of an industrialiser and keep an eye on their suitability for serial production from the very start. We make sure that they can be produced in state-of-the-art, cost-efficient manner, and with a high level of stability“, explains Manfred Gallé, Head of Medical Technology at WILD.

As a technology and implementation consultant, WILD contributes its know-how to the fields of mechanical manufacturing and programming, industrial serial assembly, quality assurance and supply chain management.

#### **Quick transition to serial production through cross engineering**

The BRUKER Daltonik fully-automatic pipetting system demonstrates that this early involvement of WILD experts can reduce the time from prototype to serial production by months. During the creation of this innovative system, which can identify micro-organisms on the basis of their molecular footprint, the customer's developer team spent a considerable amount of time on site at WILD working intensively with the manufacturing team. As a result, the two managed to convert new ideas and models into prototypes in a very short time. „This face-to-face cooperation is essential for us. After all, knowledge transfer does not take place merely through drawings, specifications, e-mails and phone calls, but also through shared experiences and trustful cooperation“, stresses Dr. Martin Schürenberg, Development Project Manager at BRUKER Daltonik.

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## Re-Engineering MODERN, PROVEN PRODUCTS

A successful re-engineering can herald an affordable and reliable new lease of life for your product.

How can one keep a proven product profitable and attractive to the market over a long period of time? „By keeping what works well and focusing on the many small things that need improvement“, says WILD Medical Technology Project Manager Erwin Meritschnig. Just how much successful re-engineering can achieve is shown by the filter module optimisation project WILD was assigned by Roche Diagnostics International AG. The objective was to identify cost potentials and design flaws in 4 filter module versions used in a molecular biology analysis device, and to address these issues with clever design optimisations.

„We were instructed not to intervene with the concept and the optical path. The focus was on re-designing the mechanical part. Therefore, we concentrated on reducing the processing steps and simplifying both parts and functions“, Meritschnig explains. By applying a total of 16 measures, including a re-design of the motor mount, WILD managed to cut costs by

EUR 300,000 per year with the same production volume. The changes applied to seemingly simple things. Overall, however, they contributed significantly to a stable manufacturing process with a reduced need for inspection and shorter assembly times.

„As a result of the close cooperation with WILD and the common pool of experience, we managed to implement the re-engineering project successfully and to even exceed the envisaged targets. I particularly appreciated the open and transparent communication, the structured approach and the development and manufacturing expertise contributed by WILD from the initial concept to the serial production release“, summarizes Stefan Vollenweider, Development Engineer Thermal Solutions at Roche Diagnostics International AG.

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## Value Engineering

### SUCCESS NEEDS PLANNING

We take on the challenge of optimising the cost-benefit ratio of your products in almost no time.

It's not unusual to see projects get out of line because target costs spiral out of control. The product would not stand a chance of competing on the market, thwarting the prospects of achieving the planned return on investment. WILD offers targeted value engineering throughout the entire product creation process. Similar to a firewall, our experts can intercept such exploding costs in time, drawing attention to every detail. Even with fully developed products, it is at times necessary to detect and exploit improvement potentials.

„Our job is to make a product more profitable through interdisciplinary collaboration. We thoroughly scrutinise all kinds of costs, ranging from complete re-engineering, optimisation of the supply chain, and customized manufacturing technologies, to assembly flow analysis. We are even able to process purchase and sales processes“, Technical Assistant to the Management Patrick Kraxner explains. This helps increase product value and reduce costs, thus benefiting our own customers and end customers alike.

#### **Skilful use of resources**

Sales Project Manager Markus Fontano explains how WILD managed to keep costs well below the prescribed limit in the production of a haematologic laboratory diagnosis device. „During the transition of a customer prototype to serial production, a target price was defined that would render the final product marketable. We had to create the necessary conditions, enabling us to profitably manufacture 100 units of this in-vitro diagnostic device per year. By applying various methods such as component optimisation, negotiations with suppliers and the development of a new packaging concept, we even succeeded in cutting costs by 24.5%. Had the customer invited WILD to intervene already in the development phase of the product, it would have been possible to cut the costs even further. After all, the foundation for the subsequent costs such as tools or manufacturing technologies is already laid down at an early stage during the development of the components“.

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# Life Cycle Engineering

## ALWAYS FIT FOR USE

Consistent, careful product maintenance extends the life cycle of your product, reduces costs and guarantees a return on your investment for a longer period.

The ideal „anti-ageing“ solution that helps your product keep up with market requirements in the long run: professional life cycle engineering. Thorough yet regular maintenance through continuous improvement processes and technical updates guarantees that your product will perform well in the long run. This is of particular importance especially in the case of equipment involving a high level of investment and difficult registration procedures.

As your systems partner, we analyse your products, recommend alternatives, integrate the latest technologies, and make sure that components which are no longer available are replaced. We also focus on a holistic approach to materials over the product's entire life cycle and on continuous process optimisation.

instrument in early detection for decades. This confocal scanning laser system is used in the examination of the front and rear section of the eye. The fact that this compact medical device has been the undisputed market leader for such a long time can also be attributed to the continuous life cycle engineering applied by WILD. Since the systems partner took over the complete production of the HRT 11 years ago, upgrading steps included an adjustment of the lens, which significantly reduced the wear and tear of various mechanical parts. Moreover, WILD also replaced a linear guide unit, adjusted the electronic systems and fine-tuned the laser. Due to the introduction of the medical technology standard EN 60601-1, it also became necessary to adjust a power supply unit, which in turn resulted in the replacement of various mechanical parts.

### Keeping an eye on the future

Regarded as the gold standard in modern glaucoma diagnosis, the Heidelberg Retina Tomograph (HRT) has been an indispensable

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## Process Engineering THE STABLE PRODUCT

Sophisticated process engineering guarantees that your product will be manufactured at WILD in a stable, top-quality manner, and without interruptions.

High-tech devices can be manufactured in a reproducible quality only by those who have the experience and the necessary operational expertise. In order for all of the steps a product will undergo to be completely flawless, WILD detects optimisation possibilities during process engineering at an early stage and implements these accordingly. True to the „start the process“ principle, WILD sees quality as an integral part of each individual work step during production.

This begins with the Process Failure Mode and Effects Analysis (PFMEA). Based on this analysis, WILD compiles work and test instructions and test reports which form the basis for a production process in compliance with specifications. The optimal design of the supply chain and the assembly line also constitute an integral part of process management, along with the qualification and monitoring of sub-suppliers and a regular revalidation of all processes. All of this guarantees regulatory certainty during audits and inspections.

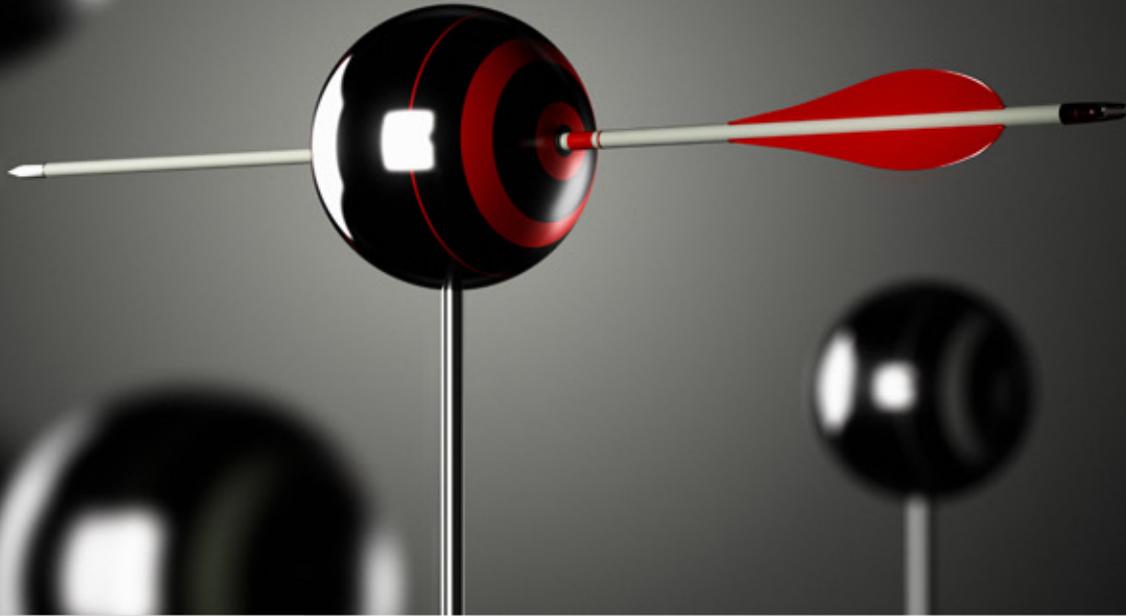
### **Reducing ramp-up time, cutting costs**

Bruker Daltonik is one of many companies which are fully aware of the many benefits that such a meticulously-tuned process chain entails. WILD has been producing the so-called DE-tector for this leading manufacturer of analytic measuring instruments since 2015. The De-tector is a device used in airports for the detection and identification of explosives and drugs.

WILD entered the picture when it manufactured the first series consisting of 50 devices. During initial assembly, the systems partner was in charge of assembly and test instructions and assembly layouts, balancing the assembly lines, qualification of suppliers, supply chain design and initial sample tests. Ten employees were quickly trained on how to use the product. Thanks to all these measures, the subsequent ramp-up phase was reduced to less than two months.

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## Validation

### THE SAFETY PACKAGE

Validation guarantees that all manufacturing processes at WILD are tested in accordance with the required regulations and carried out in a secured manner. This helps reduce the time to market and improves the stability of new or existing products.

In order to be able to manufacture a high-tech product in reproducible quality, one needs a fine-tuned mechanism of stable production processes. At WILD, these processes are regularly reviewed as part of the validation system. „In simple terms, the quality management department tells us what needs to be done so that each step in production helps to secure the required quality on a continuous basis. Validation ensures that all processes meet the high requirements and remain stable in the long run. This also constitutes a form of self-control that minimises risk and provides security in our daily work“, explains Thomas Waldner, Head of Group Quality Management at the WILD Group.

The cornerstone toward achieving process stability lies in profound risk analysis, a so-called Process Failure Mode and Effects Analysis (PFMEA). WILD integrates its results in work and test instructions and test reports which constitute the framework for a production process in

compliance with specifications. Especially in medical technology, this ensures regulatory safety during audits and inspections, on which many customers depend. These include a leading worldwide high-tech company which develops and produces diagnostic devices for ophthalmology and sells these around the globe, including the American market. WILD manufactures a special scanning laser imaging module for this long-standing customer which is used in the entire product family and must be manufactured in compliance with GMP. „The equipment qualification and validation system implemented at WILD guarantees stable production and quality assurance processes and regulatory safety for our customers“, says Thomas Waldner. The systems partner thus makes an important contribution to allowing these products to be marketed in the American market without any difficulty.

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## Standards

### IT TAKES A SYSTEM TO GUARANTEE GOOD QUALITY

WILD Group's certified quality management system guarantees a short time-to-market for your products and regulatory certainty for audits and inspections.

These products save lives and help maintain or restore people's health. So it's understandable that the quality of all medical technology equipment must meet the most stringent criteria. This industry is highly regulated and entails a multitude of product and registration requirements. One of the key ones is the development and implementation of a fully-certified quality management system. WILD introduced such a system back in 2010 and has been registered as an FDA-compliant contract manufacturer ever since. As a result, the systems partner has several years of experience with the mechanisms and rules that must be observed. „We guarantee the highest functional, safety and quality standards. In every project phase, our customers can be sure that all processes comply with the mandatory regulations“, says WILD CEO Josef Hackl.

innovative device for in-vitro diagnostics. „We permanently integrated the necessary processes such as the standard-compliant collection and documentation of requirements and the software design for medical products in accordance with IEC 62304 right from the development process“, Development Manager Markus Poßegger explains. WILD also supported its customer in risk management, actively collaborating in the process of identifying dangerous situations.

The most recent audits, in which our customers scrutinised all procedures from order intake to delivery, demonstrated that WILD maintains the necessary insight into the maze of standards and that all our processes meet the highest standards. Their conclusion: WILD scores between 98% and 100% of the achievable points in all areas!

The latest rules, such as those regarding usability and software, are taken into account already during the development of a product. This was also true for the Biochemistry Analyser, an

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## Supplier Qualification

**TRUST IS GOOD. QUALIFICATION IS BETTER.**

The trend in supplier qualification is definitely toward partnership. This makes sense because it creates regulatory certainty and helps cut costs.

At WILD, the qualification of suppliers is a central element of the quality management system. This is becoming increasingly important, especially due to the ever more complex requirements for products. Regulatory stipulations, however, also mean that one cannot afford any false decisions with regard to the supply chain.

WILD has been applying a standard-compliant supplier qualification in accordance with our quality management system for years, so you can rest assured that our supplier's processes are equally flawless. This is significant especially in the case of a product transfer since all suppliers taken on board must be qualified in accordance with the standard requirements within a short period of time.

„In addition, there is a large number of suppliers that both our customers and we as WILD Group directly source from. Therefore, we provide our customers with our annual supplier assessment. Since this involves a defined standard process,

these suppliers can be taken over by our customers 1:1. It is no longer necessary for both sides to separately conduct elaborate audits or supplier visits, which helps reduce costs considerably“, emphasises Horst Schöffmann, Head of Supply Chain Management at WILD. Yet the systems partner takes on much more than just the audits. Performance analyses, risk assessments, searching for improvement potential and their implementation, initial sample approval and much more help ensure that even the highest requirements are met on a permanent basis. This can be confirmed by a long-standing WILD customer in the field of medical technology. WILD has been coordinating audit processes for suppliers with them for years. Thanks to WILD's standard-compliant implementation, the customer can take over our supplier qualification directly.

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## Compliance

### RESPONSIBLE MONITORING OF REGULATIONS

Comply with the mandatory provisions and normative specifications without having to develop know-how and capacities yourself.

In addition to quality, functionality and safety, a product must also comply with the applicable laws. The multitude of regulations to observe include, for instance, the European Chemicals Regulation REACH, the EU's RoHS directives and the requirements on conflict minerals and NRTL components. They all present companies with significant administrative requirements since they are obliged to inform users when their products contain such listed substances. Moreover, they must disclose the sources of their raw materials. Very often the price for this transparency is high as it takes a lot of time and resources to obtain such information from a usually large number of suppliers.

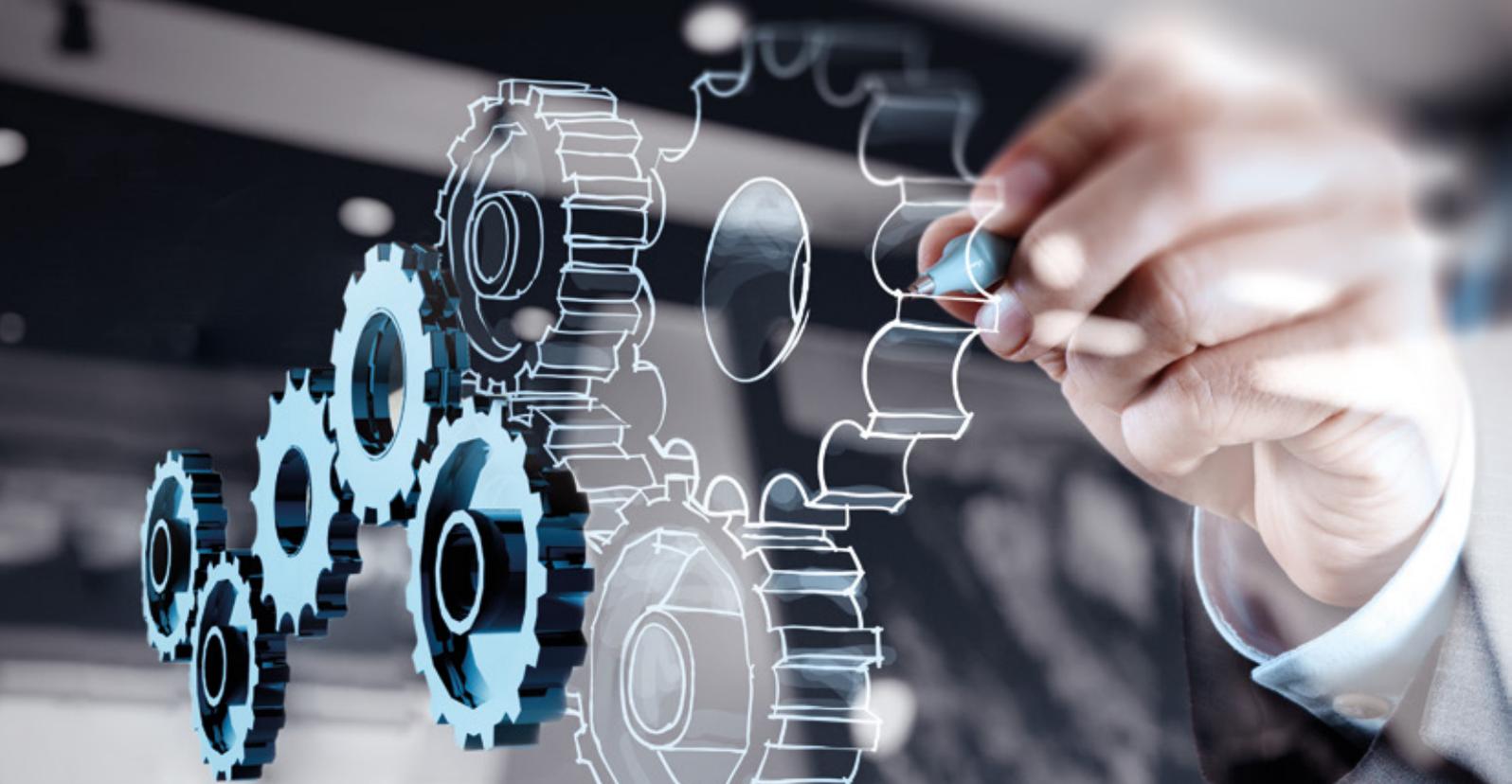
#### **The path to total compliance**

The WILD Group has reacted to this and created a structure for its customers that allows all measures and processes for securing compliance to be outsourced. WILD applies both a quality management system certified according to ISO 13485 and 9001, as well as a specially-developed

ERP system also used for long-term supplier declarations. „We are currently working on installing a platform on which the respective suppliers can update the necessary data at their own responsibility“, explains Horst Schöffmann, Head of Supply Chain Management. As a result, parts and substances of components are made accessible quickly and easily with regard to REACH, RoHS, conflict minerals, etc. „We also offer this platform for products that are not produced by the WILD Group. Therefore, customers do not only spare themselves an enormous administrative effort, they also save on annual license fees. Several renowned customers have already signalled a concrete interest“, says Horst Schöffmann, pleased about the popularity of the system.

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# Prototyping

## HOW TO QUICKLY ACHIEVE TANGIBLE SUCCESS

WILD gives customer access to a multitude of production possibilities for prototyping which transforms their ideas into fully functional models in the shortest time possible.

The possibility of rapidly „moulding“ ideas into prototypes to test their applicability gives companies the decisive competitive advantage when introducing a new product. Functional prototypes are not only indispensable in development; they also represent important decision-making tools in value analysis or during CIP. That is, provided your partner is capable of manufacturing highly-complex prototypes that already meet the narrowest of tolerances. To combine the greatest-possible speed with the highest precision, one must command the entire range of technologies in prototyping.

WILD covers all of the required skills from concept development and software to various manufacturing techniques such as thermoforming or injection moulding, which guarantee you a short transition time from the concept to the component or system and create the perfect conditions for a seamless transition to serial production. Moreover: the systems partner offers its customers a dedicated production

line, allowing them to implement mechanical prototypes within a very short time.

For one of its long-standing partners in medical technology, for instance, WILD manufactured a sophisticated milling component in which more than 37 fits and geometric tolerances had to be met. The component was manufactured in close coordination with the prototype building and manufacturing departments and was documented in an engineering report. Although extremely high precision was required, the entire process from the first drawing to the implementation of the first prototype took only three weeks. Even without the suitable facilities, the first prototypes already achieved a precision of 5µm, quickly prompting the customer to confirm the suitability of the sample.

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## Supply Chain Design

### BE PROACTIVE

Is demand for your products volatile and hard to predict? With an agile supply chain, you can still serve the market dynamically and at a low cost.

Short-term changes in demand, highly-fluctuating forecast figures, uncertain projections, or a significantly shorter time to market - the general conditions of supply chain management present a great challenge for every company. „But when the customer, the contract manufacturer and the supplier act timely and flexibly instead of merely reacting, the result is a well-functioning, lean and continuous supply chain“, says Horst Schöffmann, SCM Manager at WILD Group.

The decisive lever in all of this is transparency. WILD has access to demand and changes in demand for over 40 key suppliers within 48 hours. These are working with real-time figures. The data is forwarded using a specially-developed software solution, the Vendor Managed Inventory-System (VMI). As a result, the customer's forecast figures for the internal production planning are automatically visible for the upstream supplier so that the latter can react immediately. „As a consequence, suppliers who have access to the VMI system have virtually disappeared

from our ongoing missing part evaluations“, says Schöffmann. Even raw material orders can be managed in this manner within 24 hours.

In addition to a well-functioning supplier network, agile processes are essential for a continuous supply chain. Accordingly, the manufacturing process is also „clocked“ to the customers' particular requirements. WILD focuses on the shortest-possible throughput of all orders - using, for instance, intelligent buffer racks upstream from supply chain points such as the mechanical production or the varnishing station. In addition, C-part management allows for higher reactivity. With these new and innovative approaches in the project, serial and forecast business, WILD Group can offer its customers solutions that go beyond conventional, rigid systems.

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## Production Transfer

### **MOVE PRODUCTION SAFELY AND EFFICIENTLY FROM A TO B.**

From the individual manufacturing step to the entire production chain - WILD customers can achieve any transfer with a minimum use of their own resources.

Transferring entire production lines is a highly complex undertaking where many more things need to work smoothly than just the mere technical implementation. Because of government requirements, GMP rules, proper documentation, the transfer of suppliers and contracts and - last but not least - the issue of speed, production transfer is a project that requires an experienced hand to succeed. WILD is a competent partner at your side which covers the entire project management required for such a transfer.

#### **Quick implementation, proper documentation**

Most recently, this was the case with the asset deal for the transfer of the „spiritual heritage“ of Zett Optics to WILD. The challenge here was to start supplying a worldwide leader in medical technology with lighting technology assemblies ready for serial production as quickly as possible again. The entire supply chain, including all production means, stock and the existing

documentation and know-how of the assembly specialist, had to be transferred within the shortest period of time possible. The suppliers were also transferred and contracts with these had to be adjusted to the modified supply chain design. Thanks to its proven software-aided serial production transition process, WILD managed to achieve the impossible in just four months, redesigning the entire supply chain from scratch. „The serial production transition process ensures that the specifications for the manufacture of a product can be taken over or created by us in a structured manner and that all work stages meet our requirements. It also guides the project team through the planning process. This ensures that logistics, assembly lines, packaging, delivery and provision of the production means and the required documentation are taken into account in time“, says Horst Schöffman, in charge of supply chain management at WILD.

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# TRM

## WHICH TECHNOLOGICAL ADVANCEMENTS ARE GOING TO SHAPE FUTURE PRODUCT GENERATIONS?

WILD’s own specially-developed Technology Roadmap (TRM) delivers concrete answers to this question.

The company constantly maintains a lead in as many as 12 technology areas, rendering it fit for innovations and their implementation. It has succeeded in forging strategic partnerships with research organisations, universities and research clusters to secure

the necessary flexibility for new topics. The Technology Roadmap is closely linked to the Service Roadmap and the WILD Integrated Network (WIN) and thus constitutes an outstanding instrument in the partner network.



# WILD Group

## A SYSTEM IS MORE THAN THE SUM OF ITS ELEMENTS

The WILD Group comprises the WILD brands - which operate factories in Völkermarkt, Wernberg and Trnava (Slovakia) - and Vienna-based Photonic. Each site has a very specific competence profile and contributes strongly to the Group's overall performance. We are your reliable partner on a path of continuous growth. We generate an annual group turnover of approx. EUR 95 million with a staff of over 430 highly qualified employees.



# WIN

## HUNDREDS OF QUALIFIED EXPERTS WORK WITH AND FOR WILD

The WILD Integrated Network (WIN) is a well-established, constantly evolving network operating in coordination with us so that you can reap the benefits. We have created a network of experts around 12 Technology Roadmap topics, 13 Service Roadmap topics and 5 fields of competence. By supporting us, they also assist you in your projects.

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### **The WILD Group**

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