

# QUALA

**Managed Services for Prototyping  
and Industrial Design**

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*Quala. Do Better Business With Us.*

# Introduction

Quala was founded on a principle of radical transparency. Our model of openness and honesty has succeeded in traditional staffing placements, creating relationships with our employees and clients that go beyond a traditional ‘fill-and-bill’ model. We disclose the client bill rate to all of our employees, so that they have a full understanding of how we operate. Our clients also have access to our employee rates.

Quala also has a proven track record of supporting robust Managed Services needs without compromising our commitment to transparency and accountability. The needs of the consumer electronic world are ever shifting and companies need the ability to respond to new ideas and trends without sacrificing day-to-day operations and the overall health of the company. Quala’s highly specialized Managed Services deliver access to a talented team ready to help solve everything from materials to metrology for your teams latest idea or iteration of existing projects.

This white paper will walk you through the Quala methodology of running a managed service team, emphasizing the **cost savings** to your company as well as the ease of mind knowing industry experts are assisting your company’s immediate and long term needs.

We will focus on several areas that will likely impact your team’s needs:

- Service Coordination and Support**
- Special Skills/Requirements**
  - ME and Metrology*
  - Fabrication and CNC*
  - Rapid Prototyping*
- Maintenance**
- Safety/Hazmat Compliance**
- Reporting**

## Service Coordination

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Quala's Managed Services are custom designed to handle the entirety of your project. From hand-off to delivery we cover it all: engineering, testing, development, prototyping, and manufacturing. Quala staffs an entire on-site team to accomplish your goals. The lead for our on-site team is the **Service Coordinator**.

The Service Coordinator not only oversees day to day operations, but is also constantly collecting data around KPIs to insure that you and Quala have solid metrics throughout the life of the contract to gauge the efficiency of the whole team.

### Integration With Your Team

The on-site Service Coordinator interacts with your Engineers, Shop Managers, and other stake holders to assure that the needs of each project are fully understood before resources are committed. The Service Coordinator takes it from there making sure resources are allocated and the appropriate shops and personnel are brought online.



The Quala Managed Service Team doesn't work in a vacuum. While we lead and manage every project assigned to us, our teams are also accustomed to working side by side with your employees helping to create a seamless work culture.

### Long Term Skilled Service

Quala's Managed Services Teams are comprised of highly-skilled and thoroughly vetted talent. They are working with us for your betterment, and as such their contracts do not term out. So long as the work is needed our team is there for you.

When the need arises for added team members, our Service Coordinator works with us to make sure we are bringing you the top candidates in their fields. All service team employees in a lab at a current site have at least their Bachelor's and in some case their Master's. This engineering expertise allows us to better collaborate with the engineers, informs our test process and fixture design work, measurement process, and leads to more robust test procedures and accurate results.

## Special Skills and Shops

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We know that not every project requires the same kind of skills and tools. However, if your project requires a specific skill set or knowledge base, then we have you covered. We are prepared to source, staff, and maintain all major shops generally associated with consumer electronics design and production from procurement to testing. Here are some areas we currently work in:



### **Mechanical Engineering and Metrology**

Our team's goal is to provide fast accurate data for rapid decision making, typically to support design cycle decisions and support the iterative design process. A Quala run ME Lab can provide both mechanical testing and dimensional metrology.

While we use ASTM standards in our testing whenever possible, we can also accommodate specialized testing. We help the customer define and refine the requirements of the custom test and help guide them to the right process and equipment to produce the data that will best answer the question that they are asking. We develop the test process and obtain customer approval and buy-in, set the test parameters, verify the data, and send the customer a report with the compiled data while maintaining communication with the customer at every step of the process.



### **Fabrication and CNC**

Having the ability to get items machined and assembled on site saves time and money. We are accustomed to working across different building requirements, whether that means hand work or using complicated machinery. This also extends to the size of the job requested. Whether you need a single piece or you have a project that requires intricate assembly our team can deliver.



### **Rapid Prototyping**

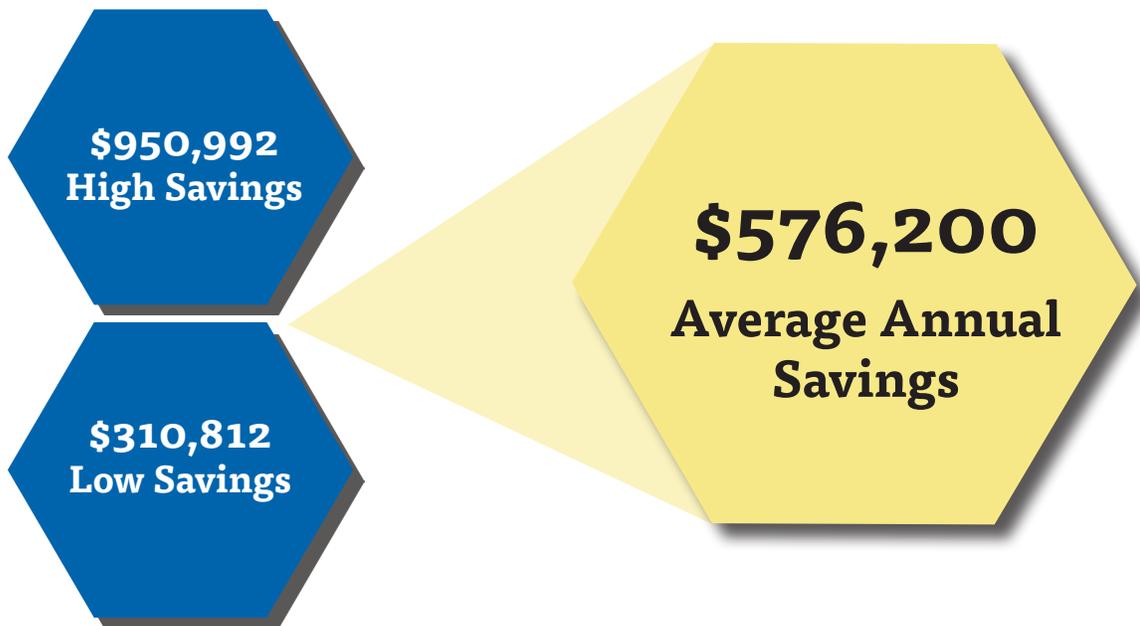
Using various additive manufacturing techniques, we can help bring your CAD to life. We consult with you on the best method and material for your 3D printing. Our Team then handles the processing of data, printing and cleaning of your product, managing process waste, and maintaining the equipment. A Quala Team works to make sure you can get through design iterations quickly and make decisions faster.

## Maintenance

Not only do you want to know your project is being managed at the highest standards, you want to know that you are not taking on extra costs to get the work done. The maintenance required to ensure that machinery is running smoothly and to current specifications can cost a lot of time and money.

Quala's Managed Service Team assumes the responsibility of scheduling and executing all necessary maintenance of equipment. Having a person on site with the expertise to service shop machinery minimizes the time that your shops are offline and keeps projects moving forward.

*Most importantly, the ability to have the Quala team handle the maintenance of shop machinery and tools can yield an annual savings of **over half a million dollars.***



*Annual average savings to an actual client. Based on quotes from outside service providers vs. fixed billing rate from Quala.*

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The savings we can deliver servicing machinery and equipment comes from our ability to work across many different kinds of tools. This includes the ability to machine small parts to repair or replace items. Below is a sample list of the sorts of tools we currently service through a Quala Managed Service agreement:

Bandsaws  
CNC Mills - 3, 4, and 5 axes  
EDM - Wire and Die Sink  
HVAC Refrigeration  
Lasers - ranging from Class 2 to Class 4, Fiber, UV, CO2, Green  
Manual Mills and Lathes  
Multi-axis Lathes with live tooling  
Pedestal Grinders  
Rapid Prototyping Machines - Polyjet, FDM, SLA, MJF, Metal, Composite  
Surface Grinder  
Vacuum Systems - Industrial High Vacuum, Workholding System  
Waterjet Machines  
Welding Equipment - TIG, MIG, Micro-Welder

## **Safety/Hazmat Compliance**

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Safety is part of any project, and when you're dealing with technology the needs for appropriate use, storage, and disposal of materials is paramount. Working with internal and external partners to dispose of any hazardous materials, the Quala Managed Service Team adheres to all standard OSHA guidelines and requirements. We work to safeguard the safety of our team as well, conducting regularly scheduled environmental testing within our labs and work areas.

One of our teams currently working on site with a client has led an initiative on safety and now lead a safety committee which meets monthly and includes representatives from across the company (vendor and FTE employees).

## Reporting

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While working to reduce costs and deliver quality work on time is the goal of all Quala Managed Service Teams, we also understand the importance to have clear metrics in order to evaluate the work we're doing. Coordinating with the appropriate stakeholders, we customize KPI's to assess individual and team work. You then have the ability to evaluate our performance on a set scale. Not only does this provide you with important data, it also ensures that our Team is receiving timely and specific feedback.



## Conclusion

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The need for reliable on-site prototyping and fabrication should not take away from daily operations and long term projects nor negatively effect your budget. A Managed Service Team from Quala will lower costs and provide you with the peace of mind knowing that our team is on-site and ready to integrate with your existing teams and labs. We can help you climb learning curves to arrive quickly on the other side so you're able to focus on your core projects.

**If you have any questions, please contact Quala at [206.347.8511](tel:206.347.8511)  
or visit us at [QualaInc.com](http://QualaInc.com)**