

# ONE PARTNERSHIP FROM STRUERS

**One Partnership** is a high-value package of expertise, support, and supply chain solutions, to boost your lab's performance and efficiency across its lifetime.



# MORE

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Ziyi Bai, Metallurgical Lab at GE Aerospace, Singapore said:

**“We’ve improved our lab’s productivity and sample quality with a One Partnership agreement.”**

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# GET MORE

**Your materialographic preparation laboratory demands efficient solutions to allow your team to achieve fast, accurate, safe and efficient results.**

A One Partnership agreement from Struers is the most effective way to boost value and results from your lab. By transforming our relationship into a true strategic alliance, you get more: more streamlined workflows, more skilled teams, more optimized inventories and more return on your investment.

For laboratory managers, this means more efficiency and control through customized service plans, streamlined processes and proactive maintenance that keep uptime high and disruptions minimal.

But beyond the practical, One Partnership offers something even greater: certainty. It's about knowing that your goals are fully aligned with a partner who's committed to driving improvements in quality, productivity and efficient results across the lifetime of your Struers solutions.



Representation in

## 50+

countries worldwide



More than

## 150

years of experience



Offices in

## 24

countries worldwide



An expert team of

## 25+

specialists within  
materialographic  
applications

# PARTNERING WITH STRUERS

**One Partnership** is a comprehensive package of expertise, support and supply chain solutions, to boost your lab's performance and efficiency for years to come.

This is a collaboration designed for operational optimization. It's a smart choice that repays time and time again in uptime and excellence, giving you reassurance that your goals are aligned with a partner committed to your success.

For your procurement teams, a One Partnership provides greater predictability and transparency for your team. Through a single, consolidated agreement and predictable

pricing, we help you significantly reduce administrative burdens. This streamlined approach frees up your procurement team from complex negotiation, unexpected costs and finding quick consumable replacements, allowing them to focus on other tasks.

With our newly designed service offering, the Struers One Partnership helps your lab deliver precision, efficiency and quality across each and every sample.



## One Partnership gives you more:

- ✓ More efficiency
- ✓ More throughput
- ✓ More confidence
- ✓ More predictability



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# DO MORE FOR YOUR TEAM WITH ONE PARTNERSHIP

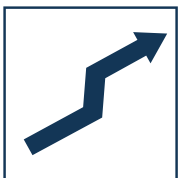
The One Partnership Program can be tailored to meet your specific needs.

The newly designed service offering is organized into three areas, as shown below.

Once a year, you and Struers collaborate as part of the Application Assistance session. In addition, during the One Partnership period, you may freely choose one

service from the 'Use' category and one service from each of the following categories:

- ✓ **Use:** Choose between Method Fine-tuning, Lab Performance Simulation, or LEAN Lab Boost
- ✓ **Learn:** Choose between Super User Training or TPM On-site



## 1. Use

Boost your lab's performance across its lifetime



## 2. Support

Applications & service priority response



## 3. Learn

Knowledge, training and insights

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# USE: BOOST YOUR LAB'S PERFORMANCE



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## Application Assistance

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Get more time to boost your lab efficiency with our annual half-day on-site applications support package. This hands-on session is a dedicated opportunity for your team to work directly with a Struers specialist in the lab, focusing on your specific challenges and achieving organisational goals. Whether you need to refine a particular process, troubleshoot a material, or simply find faster methods to get reproducible results across all your Struers equipment.

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## LEAN Lab Boost

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Introducing a brand new applications service designed to enhance the efficiency and quality of your sample preparation workflow. Together, we will conduct a focused review of your equipment, consumables and processes to identify opportunities for improvement within a selected process or material. Using the LEAN tool Value Stream mapping to map out the current state in your laboratory and create an aligned understanding from beginning to end. We will provide a concise Report with actionable recommendations and support you throughout the implementation. Struers ensures that your time spent will provide quantitative improvements.

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## Lab Performance Simulation

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This new service option is ideal for a laboratory aiming to predict key performance metrics, including process lead time, equipment capacity, downtime and the usage of labor and consumables. Our team will quantify all relevant variables and parameters, simulating their interactions over time to provide your team with data and insights.

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## Method Fine-tuning

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Our Application Specialist will partner with your team to conduct a review of a specific area within your sample preparation process. This service is ideal for labs experiencing recurring errors, high waste levels, or high rework rates. Our expert team will provide a streamlined solution. Your team will receive a method detailing the new procedure, including all relevant parameters, as well as microscope images or measurement data for verification purposes.



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### Scheduled Consumables Deliveries

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As a One Partnership customer, you will experience seamless delivery of consumable deliveries. If a consumable is out of stock, our skilled application team will recommend an alternative item with similar performance. We can also setup scheduled deliveries based on your specific needs.

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### Consumable Safety Stock Package

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Minimize your risk and keep your lab running smoothly with a customized Consumable Safety Stock Package. Working together, we'll create a plan to ensure you have a secure supply of essential consumables on hand, protecting your lab from unexpected supply chain disruptions and preventing costly operational delays.

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### Annual One Partnership Review

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Designed to assess the effectiveness of our partnership and identify opportunities for future enhancement. We will review all aspects of the One Partnership Program to ensure your laboratory has high output, optimized processes and maximum uptime.

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### Essential Consumables Included

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Ensure your lab is always ready for operation. Your One Partnership Program includes all the essential consumables you need, so that your team can be confident you have the right materials on hand to maintain a seamless workflow.





# SUPPORT – PRIORITY RESPONSE



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## Application Priority Support

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Our expert application specialists are ready to provide priority support for any challenges your team may encounter. With a Struers One Partnership, we provide the confidence and support you need to ensure your lab operates consistently at optimal performance. This comprehensive program grants your team unlimited access to our network of expert application specialists, providing immediate, knowledgeable assistance for any challenge that may arise.

As a One Partnership customer, your team will have full access to our global application specialist team, which is available to support you in initiating the resolution process within 4 hours, keeping you updated throughout the process.

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## ServiceGuard Plan

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With an optional ServiceGuard Plan, your team can be confident that your Struers equipment is maximised to provide performance and efficiency across its lifetime on each and every sample. A plan incorporates regular services, replacement for wear parts when needed and ensures your equipment performs accurately and reliably. And, in the unlikely event that something does go wrong, the One Partnership agreement means it gets fixed – fast.



# LEARN – KNOWLEDGE, TRAINING AND INSIGHTS



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## Super User Training

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Providing specific training for your team to elevate their knowledge to become in-house experts with our new Super User Training. This comprehensive program covers everything from good practice examples to practical troubleshooting and basic maintenance, empowering your team to handle challenges independently and efficiently.

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## TPM On-Site

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As a One Partnership customer, you gain access to a customized training course based on The Professional Materialographer Course (TPM) on-site concept. This course will be tailored to help you achieve your laboratory goals, focusing on the relevant materials, processes, and methods to support your team. This course combines theory and hands-on practice to elevate your team's skills.

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## TPM – Basic, Plus or Advanced

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Empower your team's expertise with a complimentary TPM - Basic, Plus or Advanced training seat, included with your One Partnership. Held at a world-class Struers facility, these courses feature a blend of theory and hands-on experience led by our expert application specialists.

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## Online Webinars

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Equip your team with the latest knowledge in materialography through our regular webinars. They cover a wide range of topics, giving your team direct access to our experts so they can get answers to their specific questions and overcome challenges in the materialographic field.

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## Industry Methods Updates

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Struers will proactively share the latest methods relevant to your specific industry, tailored to enhance your sample preparation process to meet your current and future goals.

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## Workshops

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Your team will receive a place at Struers exclusive workshops, company days and events, designed to address the application topics that matter most to you.

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# GE AEROSPACE HAS IMPROVED PRODUCTIVITY

## Challenge

Improve productivity and quality through automation to increase samples by 20–30% and have fewer processes dependent on manpower.

Any process change must secure the integrity of the current process. Improvements that do not live up to GE Aerospace's standard for technical feasibility will not be implemented.

## Solution

The partnership between GE Aerospace and Struers combines specific process expertise with deep general knowledge about the global materialographic market.

Using Value Stream Mapping (VSM) within a One Partnership program, as a methodology for a clear, structured way of working with process improvements.

## Results

Plan for implementation of process improvements, including both small changes with immediate effect and larger long-term changes that require technical feasibility approval.

Cutting, mounting, grinding and polishing processes are included in obtaining the productivity and quality increase of 20–30%.



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**“The team is impressed by Struers’ attention to detail in the VSM and the expertise of the Subject Matter Experts. It’s an excellent event for learning things that we have never thought of before”**

– Ziyi Bai, Metallurgical Lab at GE Aerospace, Singapore

# CONTINUOUS PEACE OF MIND WITH SERVICEGUARD

We are here to support your team to ensure you get more from your Struers solutions. Struers ServiceGuard provides Ensuring certainty at every stage, including a comprehensive annual service review and access to spare parts for ten years even after the equipment has been discontinued.

ServiceGuard is your best way of maintaining productivity and high-quality results through service plans, start-up packages, installation, training and knowledge sharing. It also ensures you get the best out of your investment through a global support network and expertise that delivers greater availability, predictability and uptime for the lifetime of your Struers equipment.



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**“I have always had great support from the Struers service team – they keep our equipment in the best condition and always give great advice.”**

- Bill Taylor, Materials and Forensics Engineer, John Crane



## Ensuring Certainty

Materialographic preparation and testing demands consistent, reproducible results. These come not only from your laboratory process, operators and equipment, but from your supply chain and your partner. As a Struers customer you benefit from high quality design and engineering of equipment and consumables, but just as much from our unique knowledge base, robust global supply chain, and expert service and applications support – where and when you need it. We call all this Ensuring Certainty.

Struers remains dedicated to making the world a better place through the pursuit of deep scientific insights and ground-breaking technology. Today, we're your trusted partner in a fast-changing world, sharing our expertise and practical experience on a global scale. This gives you innovative solutions that help you face the future with confidence. We continue to lead the way in materialographic products and services, and to shape future developments towards a better society.