

Your personalized process for custom manufactured product

**STEP 1****Initial Custom Inquiry**

We start our collaborative process when we receive your custom inquiry. This can be as simple as calling your sales representative, talking to us at a tradeshow or sending us an e-mail. Promega has dedicated staff who specialize in custom product offerings. These knowledgeable staff members will triage initial inquiries to ensure that appropriate staff are engaged from the beginning of the project. A Promega representative will then contact you to learn more and serve as a Guide for your needs.

**STEP 2****Team Consultation**

The next step in the process is a consultation with a cross-functional team to discuss your request, outline specific requirements and determine the best options to meet your needs. When you're seeking a manufacturing partner in the life sciences industry, the key considerations to bear in mind are:

- Scientific expertise that matches your product requirements
- Consultation and technical support to help make the design decisions you need
- Manufacturing capabilities that meet your current and future production needs
- Ability to meet quality standards and comply with regulatory requirements
- Logistical support and delivery capabilities

Your Guide and our internal team will walk through the steps to determine if Promega is the right fit for your custom opportunity.

**STEP 3****Team Assignment**

When you contact us about an OEM or custom project, a lead scientist and dedicated team are assigned to manage your order from the inquiry through the shipment. Subject-matter experts are involved at key points in the process to consult on novel product development, from custom formulation to new technologies and new packaging options. Our team members have expertise in project management, resource planning, quality assurance and logistics. The team approach gives you access to our scientists who will be working on your custom product. This team will meet with you to discuss and capture your product and packaging requirements. Once we better understand your requirements, your Guide will provide you with a personalized quote and timeline.

**STEP 4****Initial Manufacturing**

Upon receipt of your purchase order, we start manufacturing your product in our state-of-the-art facilities. We will manufacture, test and package your product according to your specifications.

**STEP 5****Custom Formulation (Optional)**

Promega knows that during a partnership, sampling of your unique formulation may be the best way to determine if your project is feasible. In many cases, we can work with your team to develop samples for testing in your application to ensure our manufacturing and quality control processes will meet your expectations prior to committing to a larger request. This service can help mitigate your risks as the project progresses.



STEP 6

Scale-up and QC Testing

With more than 40 years of manufacturing experience in life science and a portfolio of over 3,500 products, Promega has broad expertise in genetic identity, cell biology, PCR, nucleic acid chemistry and protein analysis. We apply that expertise to the manufacture of many products including reporter assays, human identification kits, protein expression lysates, protein labeling reagents, enzymes and nucleic acid amplification, and purification systems.

Promega first certified to international standards from quality management systems in 1998. The Promega Madison, USA facility maintains ISO13485 and ISO9001 certification. ISO certification means that you can have confidence in our ability to manufacture products and assay components reproducibly and with the required quality documentation.

Promega manufactures more than 85% of our 3,500 distinct products. Our highly skilled production staff includes scientists with B.S., M.S. and Ph.D. degrees, allowing us to integrate seamlessly the areas of production, quality control and process improvement. This expertise and our more than 40 years of experience providing reagents to life science researchers combine to make us a knowledgeable and experienced manufacturing partner.



STEP 7

Custom Packaging and Kitting (Optional)

Bottles, labels and packaging are critical components of a complete custom solution. Flexible dispensing options include more than 80 choices of vials and bottles. Options include small- and large-volume automated dispensing lines, manual dispensing, and lyophilization. Promega can adjust kit packaging to meet your needs. Automated kit packaging accommodates both room temperature and controlled temperature requirements.

We can also accommodate your printing and your labeling requirements. OEM product can be dispensed into unlabeled bottles or labeled with customer-supplied labels for resale.



STEP 8

Delivery

Safe and on-time delivery of your custom solution is a top priority. Promega has branches in 16 countries with more than 50 global distributors serving 100 countries. Our main distribution center in Madison, WI services our global branches and distributors, and distribution centers in Mannheim, Germany, and Singapore service direct customers in Europe and Pac Asia. In addition, we have logistics operations in South Korea, Japan, China, Australia, the UK and Brazil. Our fully controlled, reliable, end-to-end supply chain—from inventory management to warehousing, order processing and distribution—ensures accurate and timely product delivery. We are IATA-certified and provide flexible shipping options, depending on client needs. In addition, we provide environmentally friendly packaging options.



STEP 9

On-going Technical Support

Promega prides itself on superior customer and technical support. Global support includes sales, technical support, custom consultants, clinical collaboration managers, field support scientists, application scientists, strategic collaborations teams, scientific training and instrument services. Your Guide and your team of experts remain available for assistance after your order is delivered.



Let's **TALK**
CUSTOM

Contact us today!

One of our scientists will be in touch to discuss your needs, address your challenges and serve as your champion in finding a custom solution.

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