



H2H Defined = *Here 2 Help*

What it is

- An initiative to help AL create an unforgettable experience and lasting value for our customers, thus improving our overall business relationship

Why

- Help ensure AL is aligned with Customer Expectations/Metrics
 - Discuss current issues and address face to face (quality, delivery, forecasts, etc.)
- Help Customer reduce Development Time and Improve Results
 - Discuss new or current design issues
 - Provide DFM and help solve problems real-time
- Improve Timing and Accuracy of Quotes on Potential New Opportunities
 - Discuss best-fit manufacturing processes and understand end use.
- Cost Reduction
 - Review current manufacturing process/product designs, and present cost reduction ideas.
- Educate
 - Help customers better understand machining and fabrication so they can be more efficient and effective, and provide better solutions for their customers.