ite PARTNERS | Building Operating Systems for Scalable Manufacturing

OPERATIONAL LAB EXCELLENCE

ITE TOOLBOX DISCOVERY SESSION 003

Meet the market's demand for custom — without the custom penalty

The market keeps asking for more custom, and saying no isn't an option — but every special that bottlenecks your best engineers, gets priced by gut feel, and disrupts production is quietly costing you.

Much of what you treat as "custom" doesn't have to be. Traditionally, something as simple as a custom color, a custom size, or a minor mod meant new engineering and a new bill of materials. In our ecosystem, those customizations take no extra work — the customer still gets the bespoke kitchen they wanted, but internally it's all just standard. When 80% of what you used to call "custom" becomes standard, the 20% that's truly custom finally becomes manageable. Join us to see how redefining where "custom" really begins lets you meet rising expectations, price with confidence, and keep specials flowing through production like any other order.

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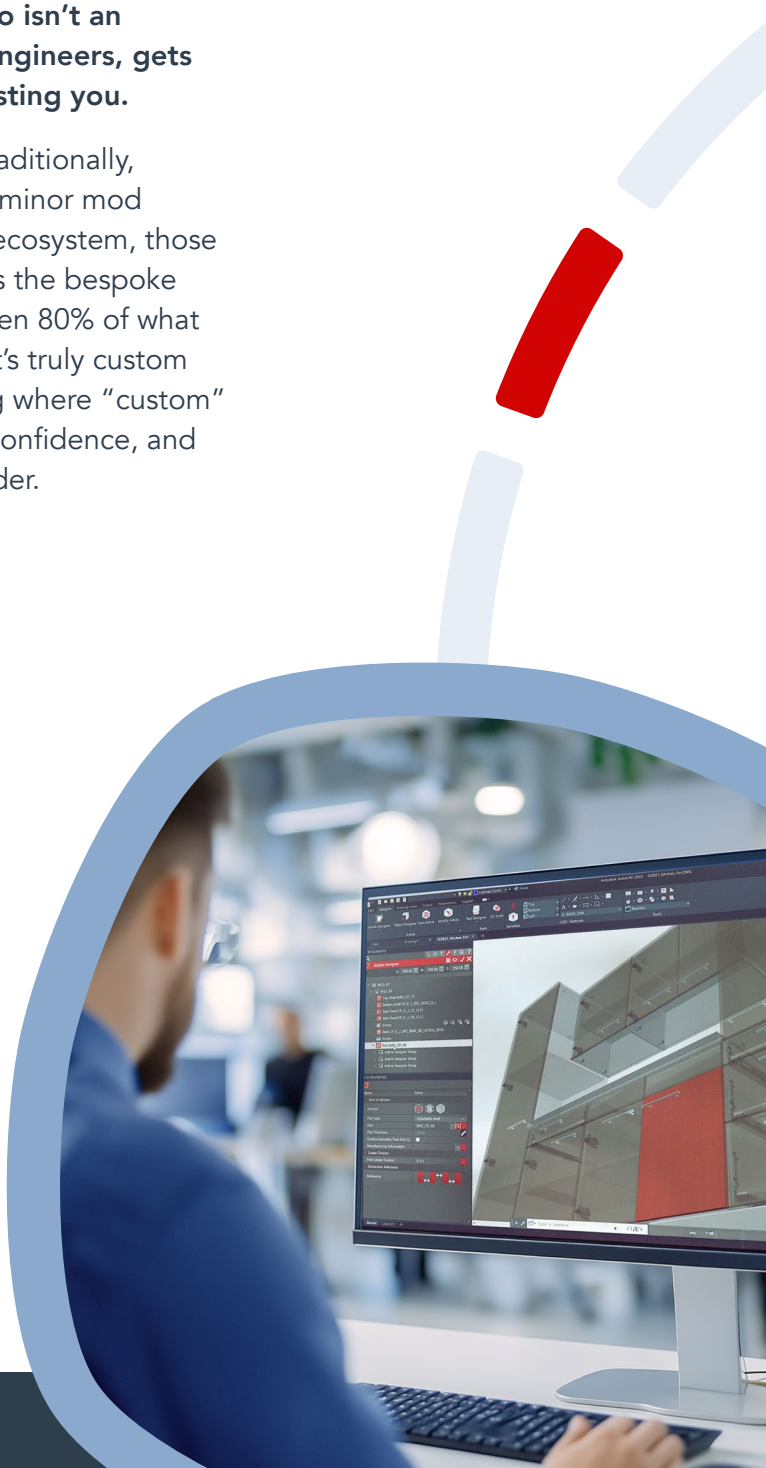
Who should attend?

This session is designed for manufacturers whose tech stack includes Cyncly's Insight, and who are asking questions like:

- **How do we keep up with demand for custom without overloading our best engineers?**
- **What would it take to price every special accurately — and protect the margin?**
- **What if most of what we call "custom" were no harder to build than standard?**



What we'll explore together

The goal is simple: customization with no custom penalty. We'll show how the standard tools in Insight and Construct turn a special request into an ordinary order-to-cash flow — so nothing downstream in production, purchasing, or materials management has to change.

Customization as a Standard Process

Custom doesn't have to mean special handling. We'll explore how a custom order is built from the same catalog foundation and enriched only where it differs in the bill of material and the routing, so parts still carry the right structure, machining, and process steps. Because the change lives in the data, not in a separate process, production and purchasing treat a custom cabinet exactly like a standard one.

A Spectrum of Special

What looks bespoke to the customer is routine to a well-structured process. We'll run real-world examples across the full spectrum — from a simple BOM or routing change inside Insight, to a modified standard, a starter kit, a fixed bill of materials, and all the way to re-engineering a one-off from scratch in Cyncly Construct. One connected framework, every level of custom, using techniques ITE Partners has already built for each scenario.

Flag, Stop, Engineer, Go

The magic is in the handoff. We'll follow a special request through the full order-to-cash flow: a flag on the order line tells the workflow engine to build the model, pause it, and route a task to the right engineer with all the specs, notes, and sketches. The engineer makes the change, an approval drawing goes back to the customer for sign-off, and a proper quote and order are released — all without disrupting standard order flow, production, or your data.



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About our Operational Excellence Lab

We've designed the Operational Excellence Lab as a collaborative, hands-on space to explore the Art of the Possible in your business transformation together.

In the lab, we:

- Explore end-to-end automation — from order to cash
- Run hands-on workshops grounded in real operational scenarios
- Collaborate with partners like Cyncly, imos AG, machine manufacturers, and universities to push industry innovation

OUR PARTNERS: Cyncly imos MOS CONSULT make the most of tech