



Production Customer Service



Dedicated Production Customer Service (PCS) Specialist

who ensure quality management of customer specific requirements, order accuracy, on-time delivery, certifications, and provide 360° supply chain communication

Our PCS Specialists provide 360° order-to-delivery services and communication, manage inventory, and order requirements for customers working in clean manufacturing environments.

service360@thomassci.com Phone: **833-750-1234**

In addition to on-site inventory management support, every TIMS account is assigned a dedicated Production Customer Service (PCS) Specialist. Your Specialist will provide a high-touch, 360-degree supply chain management experience designed to provide peace of mind over your inventory – allowing you and your team to focus fully on the production, and manufacturing at hand.

Our Specialists have committed themselves mitigating risk of any supply disruptions your facility requires to remain in optimal working order. They also have their fingers on the pulse of orders, delivery requirements, quotes, returns, and new product needs; and will work together with your CE Account Specialist or your VMI Service Coordinator to quickly resolve any technical or logistical issues that may arise. Other responsibilities include:

- Onboarding/documentation of new and existing customer requirements
- Proactive review and management of customer’s critical materials
- Coordination of communication across TIMS functions: purchasing, quality, transportation, and more
- Setup of customer part numbers into ERP, as requested
- Expedite of customer backlog, as needed
- Contribution to customer review process, presentations, and continuous improvement opportunities

Thomas Scientific’s dedicated Production Customer Service Team works tirelessly to ensure quality management of customer-specific requirements, order accuracy, on-time delivery, certifications, and communication. Fill out the form below to learn more about how we can help optimize your supply chain.

<p>End User Experience Improves the customer experience by having the right products on hand</p>	<p>Increase Productivity Increases end users and manufacturing productivity</p>	<p>Reduces Stockouts Reduce stockouts & downtime without overstocking or carrying excess safety stock</p>	<p>360° Order Management Order entry to pick, pack and delivery execution with the right paperwork (CofA, CofC)</p>	<p>Available Production Customer Success (PCS) Specialists are located in US and available from 8AM to 8PM Eastern</p>
<p>Knowledgeable (Cleanroom) Of how critical cleanroom, safety, and cleaning products impact your operations</p>	<p>Expanding Relationship Provide you more time to expand product sales – product categories and services to manage products sold</p>	<p>Access Product & Service Resources PCS Specialist is your available partner to help you get timely access to Thomas support resources (Quality, Supply Chain, Sales, etc..)</p>	<p>Enhanced Inventory Enhanced inventory visibility through our cloud based mobile inventory management solution</p>	<p>Extension An extension of your purchasing, sourcing and transportation departments</p>



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