

STRONGER TOGETHER.



**PALFINGER
SUPPLY
ALLIANCE**





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STRONGER

In an increasingly complex business world – driven by rapid technological developments and ever stronger competition – it is essential that we combine our strengths and act as one. That is why PALFINGER has decided to form a Supply Alliance that will help us achieve our common goals and set new standards. By working closely together and sharing knowledge and resources, we aim to drive innovation, increase efficiency, and continuously improve the quality of our products.

The key to this is mutual trust, open communication, and transparency on both sides. Any alliance thrives on the commitment of its members. We invite you to be an active part of this partnership, to contribute your ideas and to jointly face the challenges of the future. Your commitment, expertise, and willingness to collaborate are key to the success of this initiative.

**Let's build a strong, dynamic, and successful partnership.
The next economic boom is sure to come – together, we will be prepared.**

TOGETHER.

**SUPPLY ALLIANCE
AT A GLANCE**

REQUIREMENTS



Transparency (e.g. open-book costing)



Resources for change projects



Build alliance with YOUR suppliers



Lifting quality (e.g. zero defects)



Will for change @ supplier

YOUR BENEFITS



Early involvement in technology & strategy



PALFINGER experts for free



Full EDI connection (Clevercure, existing & new functions)



Continuous improvement (CIP)



Will for change @ PALFINGER

MAIN STRATEGIC TARGETS



Strong partnership based on mutual trust win-win



Support growth at competitive costs



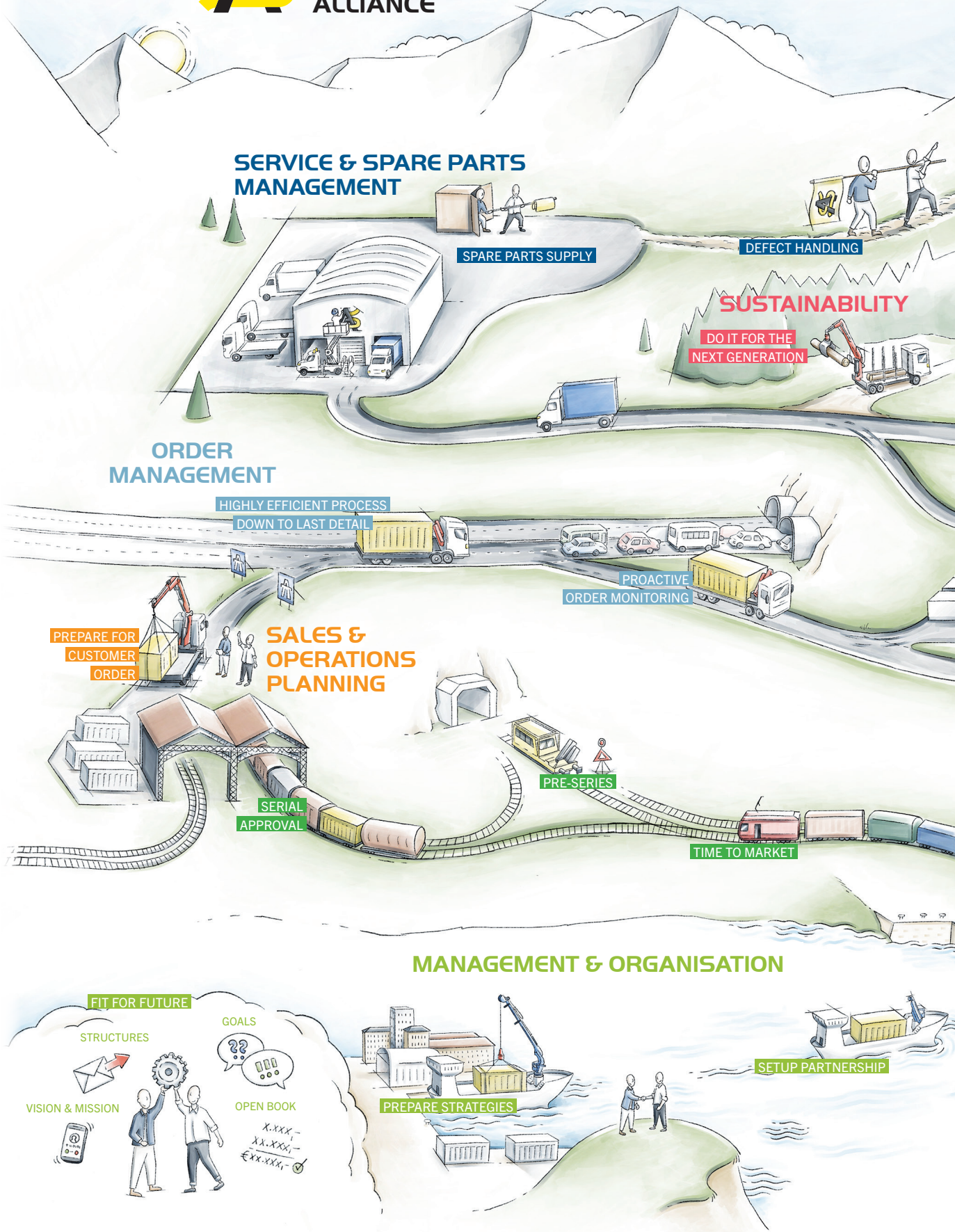
Ensure sustainable, reliable supply with required flexibility

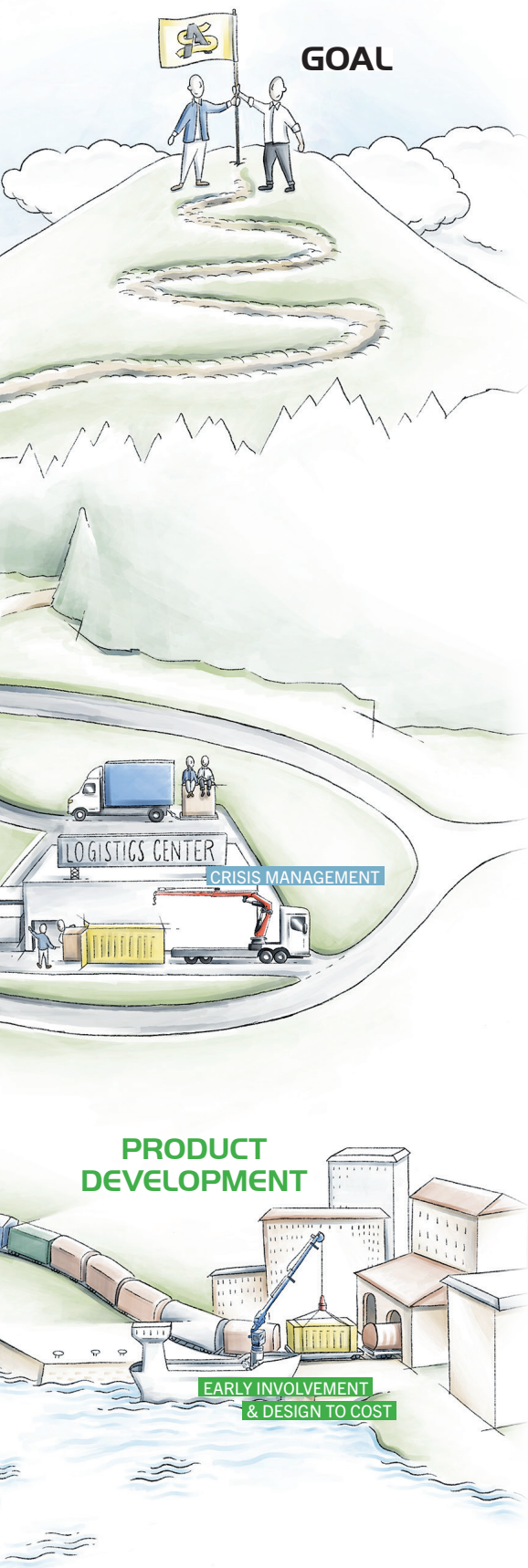


Early involvement in technology & strategy



Personal & digital network





THE SUPPLY ALLIANCE JOURNEY

MANAGEMENT & ORGANISATION

Together we have implemented a steering model which is not only consistently pursued, but also ensures a fit-for-future basis for a sustainable partnership with PALFINGER.

14 touchpoints, e.g. fit for future and voice of the customer

PRODUCT DEVELOPMENT

We identify each other's strengths and weaknesses to optimise the development of smart products at ready-to-market prices. You are involved in the process right from the start.

11 touchpoints, e.g. early involvement and serial approval

SALES & OPERATIONS PLANNING

You are proactive in aligning the business with customer needs. Smart Safety Stock across the supply chain ensures optimal delivery reliability while minimising capital commitment.

4 touchpoints, e.g. capacity planning and Smart Safety Stock

ORDER MANAGEMENT

A continuous improvement process ensures maximum efficiency down to the smallest detail, from proactive order monitoring to competent crisis management in the event of delivery problems.

16 touchpoints, e.g. purchasing and production

SUSTAINABILITY

Taking responsibility – for our own business, the planet, and future generations. We are committed to doing this together.

3 touchpoints, e.g. environmental and social sustainability

SERVICE & SPARE PARTS MANAGEMENT

Defects are minimised through quality management, but when they occur, we work together to find the best possible solution. Rapid supply of spare parts as well as troubleshooting create enthusiasm among customers.

2 touchpoints, spare parts supply and defect handling



PHASE 1 **MANAGEMENT &** **ORGANISATION**

You have implemented a comprehensive management model in your organisation which is not only consistently pursued, but also ensures a fit-for-future basis for a sustainable partnership with PALFINGER. Clearly defined rules and optimised processes help to achieve common goals. Your management is in regular and open dialogue with PALFINGER. Goals and KPIs are agreed upon collectively and a culture of fairness, openness, transparency, and integrity is established. A clearly defined communication matrix ensures efficient cooperation. Open-book costing promotes cost transparency and serves as a basis for growth, competitive pricing, and improvement. The partnership is governed by contracts to ensure legal certainty in the event of unforeseen occurrences such as takeovers, insolvency, etc.



PHASE 2 **PRODUCT** **DEVELOPMENT**

We identify each other's strengths and weaknesses to optimise the development of smart products at ready-to-market prices. Close cooperation between suppliers and PALFINGER during the development phase ensures the ideal configuration of the product regarding technology, design, materials, and production. You are involved in this process right from the start. Automated data exchange and open-book costing enable efficient workflows. This significantly reduces costs and avoids time-consuming changes on both sides. Rapid prototyping and new technologies such as the "digital twin" create a time to market that sets our partnership apart from the competition. We take a holistic approach from pre-development through prototyping to market launch.

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PHASE 3 **SALES & OPERATIONS** **PLANNING**

Sales & Operations Planning (S&OP) aims to bring together different functional areas within an organisation (sales, production, purchasing, and controlling) and aligns capacity to best meet demand. This management process enables the most effective use of available resources. Strategic coordination lays the logistical foundations for serial production. Forecasts are made, risks assessed, and the market monitored. In this way, different scenarios can be planned and their impact on investments, employee development, etc. evaluated. In addition, the Smart Safety Stock principle optimises inventory management and ensures maximum delivery reliability with minimum capital commitment. Our aim is to establish these processes as a closed-loop system throughout the entire supply chain, right down to upstream suppliers.



PHASE 4 **ORDER** **MANAGEMENT**

The entire ordering process is automated, digitised and optimised to prevent errors wherever possible — from ordering to invoicing. The aim is for both parties to minimise the time and effort involved in order processing and to use resources efficiently. A continuous improvement process optimises quality and delivery reliability. The standards that PALFINGER sets in its cooperation with suppliers should ideally also be transferred to its upstream suppliers. This ensures an effective supply chain. Any delivery issues are quickly identified and resolved in a proactive and transparent manner. Transparency on both sides means that the impact on the production process can be assessed immediately. Solution-oriented crisis management based on mutual trust strengthens the bond between the partners.

TOGETHER



PHASE 5 **SUSTAINABILITY**

In addition to the environmental dimension, sustainability also includes social and governance aspects. PALFINGER takes measures along the entire value chain to ensure that the social and environmental impacts of its business activities and decisions are sustainable. We aim to achieve positive results for all stakeholders and are committed to doing this together. We take responsibility for our business, the planet, and future generations out of conviction and expect the same basic attitude from our suppliers. Ethical behaviour, integrity, and compliance are top priorities for PALFINGER. We create a working environment for our employees that is characterised by appreciation, equality, innovation, and team spirit. We value the expertise of each individual and benefit from enthusiastic, loyal employees.



PHASE 6 **SERVICE & SPARE PARTS MANAGEMENT**

Fast and complete delivery of spare parts to the end customer ensures their satisfaction and our future shared business base. Defects are largely avoided through quality management and control. However, in the event that problems occur, we work together to find the best possible solution. Fast, straightforward, and focused troubleshooting demonstrates the collective power of a good business partnership and creates enthusiasm among customers. Crisis situations that we overcome weld us together and strengthen the alliance.



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**LET'S BUILD A STRONG, DYNAMIC, AND
SUCCESSFUL PARTNERSHIP. THE NEXT
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TOGETHER, WE WILL BE PREPARED.**

CURIOUS?

Just contact your Lead Buyer or:
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