Getting the BOM Right – The First Time

Why Customer Engineering Must Start at Pre-Sales, Not Post-Crisis

Ask any OEM engineer what causes most downstream delays — and chances are they'll point to the **initial customer requirement definition**. Or the lack of it.

It starts with good intent. A sales team meets a prospective client, understands what they think the customer wants, builds a broad quote, and gets the PO. Only then does the real complexity unfold.

The customer sends over drawings or specifications — often incomplete or ambiguous. Engineering gets pulled in late. Product teams scramble to finalize designs. BOMs are created under pressure. Half the parts are non-standard. Vendors get unclear specs. Costs go up. Mistakes happen.

And suddenly, what seemed like a good order becomes a financial and operational burden. The loop begins: design, revise, rework, firefight.
It doesn't have to be this way

Falco CEM is built to address exactly that.

Bring Engineering into the Quote – Not After It

Falco CEM (Customer Engineering Management) bridges the gap between Sales and Engineering — **before** the PO arrives.
Here's how it works:

- During quotation, BOMs are built inside Falco using past templates or from scratch.
- The system automatically flags any new or non-standard parts.
- These exceptions are routed to Engineering for clarification — right during pre-sales.
- Sales cannot finalize or submit the quote until Engineering has approved the exception.

The result? Everyone knows what they're signing up for.

Prevent Costly Surprises. Recover Actual Effort.

One of the biggest hidden costs in custom OEM manufacturing is **underquoting**. If non-standard items slip through the quote stage, Engineering and Procurement take the hit later. Customers won't pay more — and your margins evaporate.

With **Falco CEM**:

- All design clarifications happen upfront.
- The quote is delayed if scope isn't clear — but that's a good delay.
- Non-standard effort is documented, scoped, and priced correctly.
- Vendors are looped in early with clear part specs.
- There's less firefighting, more accountability.

Catch Mistakes Before They Happen

In traditional workflows, lessons are learned the hard way — after delivery delays, rework, or customer escalation.

With **Falco CEM**:

- The system builds an engineering-aware quote.
- Every part is linked to its standardization status and historical BOM data.
- Teams can reuse prior configurations, reducing duplication.
- If a part caused delays before, it's flagged early the next time

This isn't just software — it's all your team's past learnings, captured in one place and reused where it counts.

Field-Proven, Vendor-Ready, and Fully Linked

Once the order is in, Falco's capacity planning engine kicks in:

- For vendors: They receive BOMs with clear version control, no last-minute changes, and better delivery planning.
- For field service: The after-sales team knows exactly what was built, what parts are custom made, and what documentation exists.
- For sales: Confidence while quoting — and fewer calls from Engineering asking, "Who promised this?

Modular, Not Mandatory

Falco OEM_CEM doesn't force you to rebuild your workflows overnight.
It…

- ..works as a light layer on top of your current quoting process
- ..integrates with core Falco OPS modules like Production Planning, DOIT, and SWAS
- ..can be used independently or deeply linked to your BOM and Engineering Change process

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It's Not Just About Speed. It's About Clarity

Once the machine is installed, DOIT brings it into your digital fold:

- Live install-base maps across all customers
- Real-time feedback loops from field performance
- Visibility into issues **before** the customer call

Outcome: Your teams know what's failing, where, and why — helping improve product design, vendor coordination, and service speed.
