

The Benefits of Prioritizing Product Development Vendors

IDEX Health & Science Utilizes a Product
Development Process to Help You
Reduce Risk and Avoid Costly Mistakes



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WHY OUTSOURCE YOUR PRODUCT DEVELOPMENT?



Gain a Fresh Perspective and Expertise

With innovation becoming more competitive in nature, companies are under a massive amount of pressure to develop new products or periodically release new versions of existing products. In a global competitive marketplace, time-to-market is challenged by factors such as rapidly advancing technologies, shorter product lifecycles, and increased design or engineering complexities. As the rate of innovation accelerates, many organizations have a hard time keeping up with the express level of change. By outsourcing some or all of product development, companies acquire a fresh perspective and gain additional expertise to help boost their bottom line. It also allows companies to focus on their own competencies, as opposed to building an entire engineering team.



Strategic Collaboration is Key

The more complex and smarter a new product gets, the more complicated it becomes to build. When operational margins are tight, there's very little room for product integrity errors. The demand for higher-functionality in product performance requires deeper collaboration among teams developing products. This includes everyone across the supply chain.

Modern product and systems engineering methods are fully collaborative, with teams sharing real-time data throughout the life of the development cycle. Many times, collaborating with a vendor whose expertise can support your innovation requirements can be the key differentiator in delivering high business value. Working with suppliers gives companies access to critical technologies and allows your team to leverage their knowledge on your design. However, vendors who do not employ a stringent Product Development Process are outdated, can delay progress, and can hinder the final outcome of your project. Suppliers who do utilize their own internal PDP can work in cadence along with your own methodologies and practices. This reduces risk and helps you avoid costly mistakes, as the PDP not only improves efficiencies within their own development model, but also works in parallel with your own process to manage and measure for success each step of the way.

The impact of supplier involvement in product development should not just be linked to company-level performance measures such as profit or market share. The most positive benefits include more innovative technology and design solutions, lower development and/or production costs, lower manufacturing costs, increased product quality and reliability, and faster project completion times.




68%

of life science executives believe that active and meaningful engagement with suppliers is essential to success.

– Forbes Insights Research in association with IDEX Health & Science

Benefits of Supplier Collaboration in New Product Development

The participation of a supplier that utilizes their own PDP internally can improve both the effectiveness of the product development outcome as well as the efficiency of the product development process. The effectiveness of a supplier is related directly to how well they perform compared against the desired product outcome, while efficiency is related to development costs and required time for the supplier to complete development.



LONG TERM BENEFITS Strategic Effectiveness	Innovation and Technology <ul style="list-style-type: none">› Greater Collaboration Relationships› Increased Efficiency and Effectiveness of Innovation› Access to Technologies, Knowledge, and Resources› Access to Expertise for Development Complexity› Long-Term Involvement for Technological Strategies› Leads to Getter Future Innovation	
SHORT TERM BENEFITS Operational Effectiveness	Time-to-Market <ul style="list-style-type: none">› Reduces Lead-Time› Faster Completion Times Development & Production <ul style="list-style-type: none">› Reduced Development Costs› Lower Production Costs› Reduced Transactional Costs	Product Costs <ul style="list-style-type: none">› Lower Costs Due to Alternate Approaches to Materials that Increase Quality or Functionality› Reduced Manufacturing Costs Product Quality <ul style="list-style-type: none">› Increased Product Quality› Higher Performance› Improved Designs› Reduced Problems

Given that using a solid NPD method can transform the way companies develop products, collaborating with a vendor that also utilizes a PDP will provide the best support for companies to carry out successful product development, from conceptualization on through launch. Bring in suppliers early for them to closely monitor technical aspects of the product and point out any development risks.



In our Free Forbes Insights Report: *“Unlocking Innovation in Your Supply Chain: Five Collaborative Insights for Life Science”*, learn how partnering with suppliers reduces risk and increases innovation in your supply chain.

Download the Forbes Insights Study at www.idex-hs.com/forbes-report



PARTNERING WITH A VENDOR THAT UTILIZES A PRODUCT DEVELOPMENT PROCESS (PDP)

Vendor PDP Best Practices

Given the variety of PDP methods and practices available, there are a few best practices common throughout the most successful product development cultures. When working with an outside vendor, the following approaches indicate your product development project is on the right path.

Capture and Review of Standardized Development Requirements

Assuming that your company's market and/or customer needs are correctly identified, it is essential that vendors translate those needs into clear, unambiguous development requirements. Differentiating the *critical* product characteristics ensures the development effort will prioritize the Voice of Customer outputs and fulfill those *needs*. This step provides the project team with a clear definition of the minimum threshold for success. In addition, requirements and features that will *delight* the market/customer – above and beyond the required *needs* – should be identified and noted.

The standardization of development requirements assures the entire project team is entirely focused on all the content and nuances of the project, rather than the format used to list requirements; i.e., standard work in defining requirements. In doing so, the project team must thoroughly review the full requirement set together, debating until a consensus of understanding is achieved, and/or unknowns are documented for inclusion in the Risk Assessment. Each well-defined requirement must be *measurable* when design verification commences, while at the same time, there should be recurring dialog with regard to defining the verification and validation mechanisms for each requirement. These deliberations should persist during project meetings until each requirement can be translated into a fully-measurable specification.



Regular Team Meetings and Deep Communication Between Functions

The common functional model of organizations usually separates all the various business functions – like Sales and Marketing, Finance, Engineering, Quality, Supply Chain, and so forth in addition to Supplier Relationships – in an effort to enhance efficiency when repeating well-defined operations and tasks. While this model can be powerful for creating best-in-class outputs within a specific function, it actually inhibits an organization's success when it comes to product development.

Harvard Business Review published an article, titled *Develop Your Company's Cross-Functional Capabilities*¹, where it was noted that, "The functional model of organizations is an important reason why so many companies struggle with the gap between strategy and execution. It makes a company good at many things, but great at nothing. When functional boundaries prevail, there is no construct for managing capabilities. It isn't clear who owns the capabilities, how to track spending on them, or how to connect them to the strategy or to each other."

In a functional model scenario, imagine designing an assembly, ordering materials, investing in tooling, then realizing too late that a key component is limited in configuration due to the physics of operation, in turn requiring the design team to try to rework interfaces and layouts. Without cross-functional collaboration, which includes vendor collaboration, the project can end up in dire straits.

When it comes to product development, knowing the constraints of integrations early in the design process avoids pitfalls such as those in the example above. Processes should be treated as a core business system that must include all functions as early as possible in the effort. Communicating with your suppliers as early as possible in the process is also essential.

To establish cross-functional collaboration, hosting regular core team meetings will maintain focus on the specific development project at hand, while facilitating the alignment of each function's expertise to help overcome the challenges inherent to innovation. Likewise, partnering with your suppliers early in the development effort, and including them as part of the core team, reduces the risk of rework, especially when integrating new technologies and processes.

1. Harvard Business Review: *Develop Your Company's Cross-Functional Capabilities*, Paul Leinwand, Cesare Mainardi, and Art Kleiner; <https://hbr.org/2016/02/develop-your-companys-cross-functional-capabilities>.



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Learn more about the advantages of partnering: www.idex-hs.com/forbes-report

Key Activities for Project Meetings: Effective meetings not only benefit project managers by providing timely task updates, but they benefit the entire core team, company and suppliers alike, by providing a forum to recognize milestone achievements, share information, and report problems or issues. Project meetings are critical throughout the lifecycle of a project, and the following key activities can improve the overall value of each session.

- › Start by creating a “Standard Work” scope and schedule for regular project meetings, including an agenda with a standing time to keep sessions predictable. The frequency of meetings may vary depending on project complexity, number of team members, level of information required by all stakeholders, and so on.

- › Appoint a meeting leader who can focus on the “what” of each project meeting, allowing time to evaluate the status of the following elements:
 - › Task updates to assess current status
 - › Schedule updates to assess if project is ahead or behind schedule
 - › Budget updates to assess whether project is under or over budget
 - › Quality and scope updates to assess whether project is maintaining desired scope or quality levels
 - › Current or anticipated challenges to assess changes, risks, resource issues, and so on
 - › Next steps

- › Appoint a meeting facilitator who can focus on keeping the meeting on track, by:
 - › Monitoring time
 - › Alerting the team if discussion goes off-topic to make sure the meeting stays focused and noting parking lot items if applicable
 - › Asking questions of members who are not contributing to the discussion
 - › Capturing meeting minutes
 - › Documenting key decisions and action items, where all tasks and their owners are logged and tracked



During project meetings, the discussion should stay direct and focused to the cross functional team. However, there may be important topics that deserve their own separate discussion or resolutions and require additional meetings for functional focus and/or deep dives. In this case, ensure all ancillary meeting outcomes are documented and communicated to the core project team in a timely manner.

Over-communication also plays a primary role in successful project meetings. Just because one person understands something, doesn't mean it is apparent across the board. With over-communication, important topics become increasingly more transparent and it raises the consciousness of the entire group. This allows team members to ask for clarification and continuously challenge the current list of risk assessment items that impact scope, timeline, and budget.

As you can see, well organized, routine project meetings are a critical tool for making sure project development stays effective and efficient. They not only provide timely information on project status, but they can uncover potential risks and provide a forum for timely issue resolution. Further, by developing a culture of focused, cross-functional project team meetings, companies are able to reinforce how important PDP is to their business systems. This facilitates an efficient transition as the project team moves through the various phase gates.

Maintain a Regular Review of Scope, Timeline, and Budget

Unfortunately, too many companies ignore regular reviews of initial project estimates and find themselves with unmanaged, overpopulated project docket, cost overruns, frustrated project teams, and angry customers. To avoid these stumbling blocks, when you reach the end of each development stage (gate) it is crucial to reassess the three fundamental metrics of project management: scope, timeline, and budget.

The importance of reviewing these metrics grows with the level of *newness* and *innovation* for a project. Since learning and scope discovery are unavoidable (and desirable in context), initial expectations and estimates will evolve with the project. But, whether the team documents the project evolution or not, all reviewers and stakeholders must understand changes in the project dashboard so they can make sound decisions regarding the current value of the project as it unfolds.

Maintain Risk Assessment

Theodore Roosevelt once said, "Risk is like fire: If controlled it will help you; if uncontrolled it will rise up and destroy you."

Maintaining regular risk assessment and establishing mitigation plans across all risk types helps identify challenges and gaps, and facilitates determination of how to address them early on. This will allow you to minimize risk or incorporate potential risk occurrences into the project timeline with agreement from the core team and stakeholders.

The following are types of risks that should be considered so as not to hamper future plans of business for growth and development:

Regulatory Risks – Including laws and regulations that materially impact safety, such as electronic safety and compliance, FDA regulations, and government requirements (national, state/province, international).

Business Risks – Includes factors and uncertainties that relate to a company's exposure to risks, such as commercial concerns, competitive selection by customer, and changes in government regulations.

Safety Risks – Including mechanical and chemical safety considerations via design, workmanship, or other ways that may cause harm to a person or the project.

Schedule Risks – Includes the likelihood of failing to meet the plan due to schedule slips and/or unknown/inadequate knowledge of scope.

Budget Risks – Including inaccurate estimates or assumptions built into the budget, deviation from business justification, and published project budget.

External Risks – Includes risks that come from outside the organization or project beyond the control of project management or core team, and are very difficult to predict.

Resource Risks – Factors arising due to a lack of resources, including financing, time, skilled workers, or the inability to secure resources that are defined as required for the project or product.

Quality – Including potential for losses due to quality that fails to meet the quality goals, such as failing specification or something that is not fit for purpose.

Technical – Including items related to the discovery of new information, technology limits, developing revolutionary products and methods, and/or constraints that render previous solution assumptions invalid.

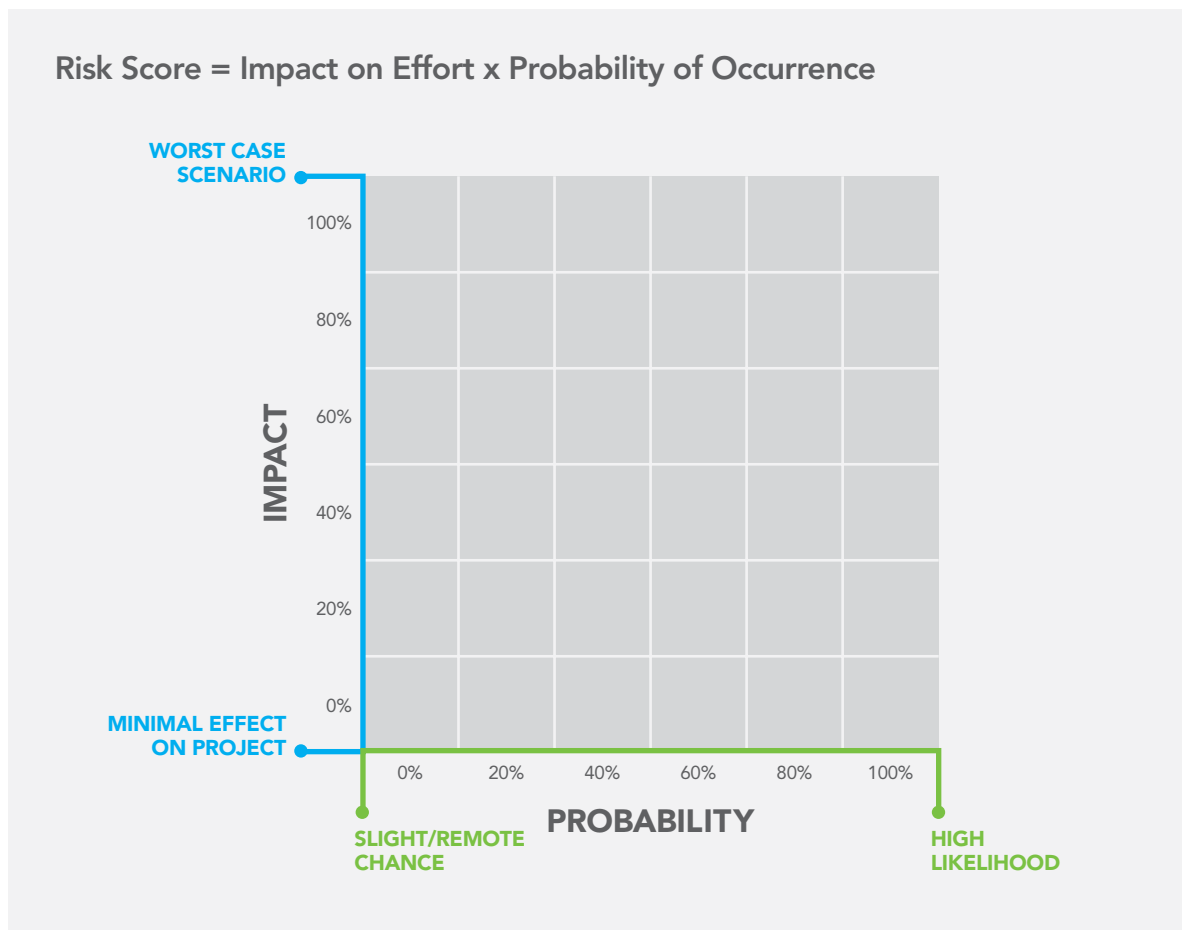
Prioritizing Risks

Risk management is an important function for companies that undertake complex projects that must be executed successfully. Being aware of risks is a good first step, but by prioritizing risks, project managers can effectively focus the majority of their time and effort on the most important risks.

Using a formula, like the one shown below, risks can be subjectively scored to highlight areas that require additional focus from the project team. This principle is based on two primary measurements — impact and probability — which allow you to rate potential risks:

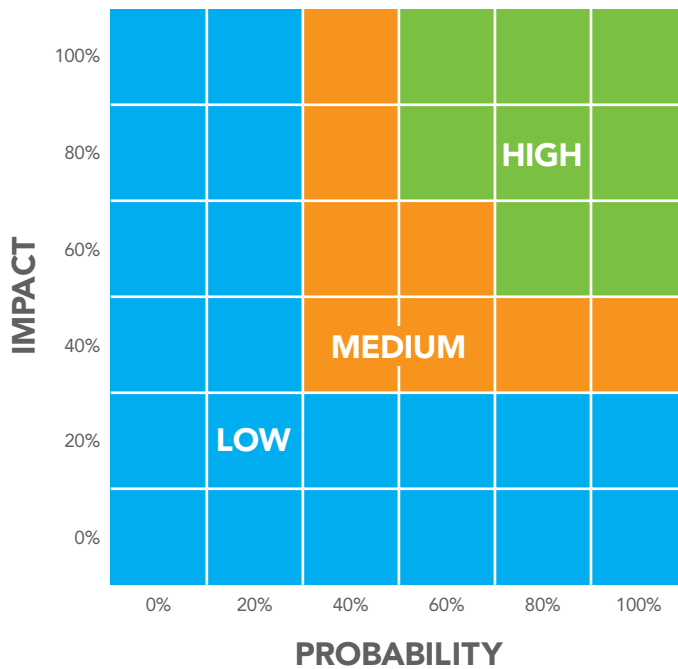
Impact: While risk, by definition, will always have a negative impact, the size can vary in terms of cost or other critical factors.

Probability: A risk is an event that “may” happen, but the probability of risks occurring can range from just over 0% to just under 100% (considering actual 0% would not be a risk, and 100% would be certainty).



The probability a risk will develop is represented on one axis of the chart, and the impact of the risk, if it occurs, is shown on the other axis. Using these two measurements to plot risk, you can get a quick, clear view of the priority each risk should be given. Using this data, you can determine how to manage it and what resources may need to be allocated.

Risks can be established due to where they fall on the chart below.



Low Impact / Low Probability – Risks that fall in the lower left corner are low level, and can often be dismissed.

Low Impact / High Probability – Risks that fall in the upper left corner have moderate significance, as they can be addressed without a major hindrance on the project. Nevertheless, effort should be made to reduce the potential of incidence.

High Impact / Low Probability – Risk that fall in the lower right corner have a great deal of importance, but are unlikely to occur. All the same, a contingency plan should be created to reduce impact if the risk does arise.

High Impact / High Probability – Risk that fall in the upper right corner are of critical importance and should be given the highest priority to monitor and plan for potential impact.



Monitoring Scope Creep & Scope Discovery

Scope Creep relates to the process in which the breadth of a project slowly expands over time. It is a common issue in product development as stakeholders, customers, and teams may routinely ask for new features or other factors not originally specified. Without continued focus, the scope of the initial project or goal has a tendency to increase with every request.

Project scope can change for a variety of reasons and it impacts the entire development effort. For example, Scope Creep can inhibit project execution by introducing irrelevant tasks or additional design activities late in the Product Development Process. Adding new requirements to a project down the line as a result of poor planning in the Market Assessment phase, or introducing new ideas on the basis of “wouldn’t it be cool if…” mentality, can quickly add Scope Creep.

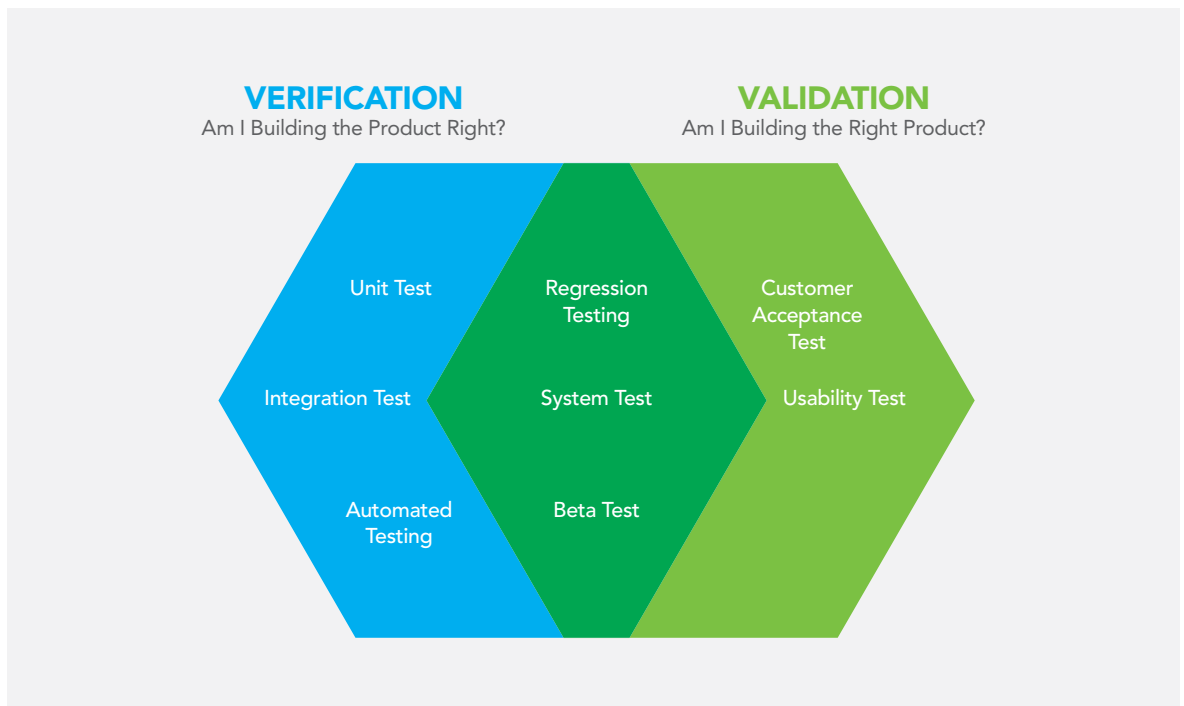
To control creep, a project’s scope must be robust, including clear, concise, and complete product requirements that are documented and agreed upon by the project team(s) as soon as possible. The project team must remain vigilant towards what has been planned versus what is being developed, and directly address product requirements at every step. It is important to differentiate types of changes so any risks can also be properly categorized and documented. By reviewing early and often within the PDP, it provides guardrails for project managers to keep the entire team on the right path, and minimizes the occurrences and pain of Scope Creep.

Conversely, Scope Discovery is seen as new additions to a project scope that are helpful instead of harmful. For example, as the project progresses, it might be discovered that important facets were left out. This should be viewed as new information that genuinely enhances the product requirements and/or design. However, Scope Discovery may still have a detrimental impact on project budget and timeline, so it must be monitored closely as well. The project team and stakeholders must formally review, discuss, and digest any impact to project scope, timeline, and budget, then decide how to proceed in a deliberate manner.

Standardized Verification/Validation Tools

Organizations that leverage best-practice design tools such as Failure Mode and Effects Analysis, Design for (Cost, Quality, Manufacturing/Assembly) and robust test sequencing will always execute more effectively. The 1-10-100 rule, developed by G. Loabovitz and Y. Chang in 2014, estimates the cost of bad quality-flow through a system grows in orders of magnitude, where prevention would cost \$1 versus \$10 and \$100 as the quality issue moves through consecutive stages of the system; like the cost of recalling a design flaw once product has shipped to customers.

Creating checkpoints for testing design specifications to meet product requirements will help contain the cost of flaws in concept, material, and processes. Recognizing the difference between verification (does it meet the requirement) and validation (does it perform in the application) will help the project team plan for appropriate levels of testing and allocation in project timelines (see Verification and Validation Ven Diagram on page 14). Remember, you will either plan for it now, or suffer as you rush to complete it later!



Further Benefits

The use of best-practices across vendors and product development will improve the overall performance of your project. It is crucial for all parties to utilize these methods to help take your project from the early to final stages of the product lifecycle, on to after the release of the final solution. Regardless of which vendor you are partnering with, it is important to understand the benefits and challenges of the PDP process so you can design an effective product.

As mentioned earlier, any project team needs to be formulated and aligned on requirements as early as possible. Additionally, the same advantages of pulling in functional specialists, such as Marketing, Engineering, and Operations, are also true of suppliers you partner with. Each company specializes in what they do and has an amazing knowledge base of best-practices and deep understanding of how their products interact with the outside world. As many of us know, some of the most important product considerations a company makes are based on the experience and knowledge of its people. Yet, this wealth is not always documented the way we know it should be.

Working with a *good* supplier can be the deciding factor in releasing a quality product to the market faster than the competition. Leveraging specialized components and consulting, without the need to develop them from scratch, means your team can focus on the value *your* company proposes in the integrated solution. You are effectively increasing the size of your development team without the long-term overhead.



KEY THINGS TO LOOK FOR IN A PDP-CAPABLE SUPPLIER

To make the most of your relationship with a supplier, involve them as early as possible. This will allow you to make the most out of the experience by leveraging expertise from a broader team, developing and managing a more comprehensive risk assessment and mitigation plan throughout product development, and reducing the chances of failures and rework due to incomplete, unclear, and misunderstood requirements.

Questions to Ask Potential Suppliers

When selecting a supplier, there are a few items you will want to consider as you enter discussions on engagement:

How are requirements going to be captured and managed?

Verify that an iterative set of steps are used to help ensure that discovery, documentation, refinement, and requirement changes are properly dealt with during the development process, for the purpose of satisfying the overall goals of the project.

How are project updates communicated?

Updates should be given during regularly scheduled team meetings as well as through routine email communication. Suppliers should allow for follow-up communication if there are questions or concerns. Further, the best suppliers provide a web-based project management tool that gives access to current plans and statuses at their convenience.

What is the meeting cadence and involvement?

The pace of meetings will vary based on the size and scope of a project. Weekly meetings may be desired if design is fluid and changing fairly consistently, while bi-monthly meetings may be more reasonable as a project matures and longer periods of work can be completed autonomously by both companies. Set rules of engagement for agendas and expectations early, so meetings can be productive.

How do we coordinate project timelines between the organizations?

Ensure the supplier is amenable to using shared tools and methods, performing risk assessment, and can provide ballpark launch dates by quarter. Suppliers should coordinate with your core team on deliverables and requirements, and be willing to set agreed-upon milestones that can be tracked. Consider whether they will also share risks and concerns that may impact the project goals, allowing both teams to mitigate them.

? What tools do you use for product development that optimize efficiency and minimize lead time?

Product development tools commonly utilized are Rapid Learning Cycles (RLC), Design for Excellence (DFX), Design for Manufacturing (DFM), Failure Mode and Effects Analysis (FMEA), as well as testing tools such as Engineering Validation Testing (EVT), Design Validation Testing (DVT), and Production Validation Testing (PVT).

? Where do you struggle the most with PDP?

Red flags include a struggle with product definition (what's in scope versus out of scope), ambiguity between requirements versus specification, doubt when it comes to future-proofing the design, and not getting a timely buy-in from the full team. Staggered involvement can leave gaps in understanding the breadth of effort and end goals.

? Do you use a formal PDP? If so, how long has the PDP been used, and how embedded is it in the culture?

When it comes to using a formal PDP, answers may range from months to years. Be cautious of companies in their infancy of implementation and seek out companies with a more mature process that include a Project Management Office (PMO) with certified project managers running all projects.

? How do you handle intellectual property (IP) and how is that managed between customer and supplier?

Confirm that your partner supports, understands, and maintains CDAs to protect all parties involved. The IP should be discussed as a term of the supplier agreement or other legal documents between your company and the supplier.



Selecting a Supplier

Now that you've come up with your great product idea, and interviewed potential suppliers, it is time to choose the right supplier that's up to the complex task. Consider the following when selecting the right partner.

- ✓ Does your organization already have previous [good] experience with the supplier?
 - › If so, reach out with your own company and ask for feedback from others.
- ✓ The maturity of processes and a track record of execution and innovation.
- ✓ Their industry reputation.
- ✓ Their ease of interaction; i.e., communication, accessibility to talent, and expertise.

Preparing for Project Kickoff

When preparing for a project kickoff, the following questions should be answered. Note that "kickoff" is somewhat of a misnomer. In the current context, kickoff refers to the formal meeting between you and the supplier where project details are communicated with enough detail to justify and launch the project between companies.

- ✓ Are the requirements documented, thorough, and complete?
- ✓ What is the scope of work for each team?
- ✓ Assign roles and responsibilities.
- ✓ Risk assessment.
 - › What are the perceived risks from your perspective?
 - › Once the project launches, the project teams should meet and create a more comprehensive understanding of the shared risks.
- ✓ What is the desired lead time or the development effort?
- ✓ What is the desired budget/business justification?
 - › Are there specific budget constraints?
 - › Is the option of a non-recurring expense (NRE) acceptable?
 - › Projected production units per year (5 – 7 years)?
 - › Market launch date?
- ✓ Interaction protocol – how will the teams meet and record meeting outcomes?
 - › Who will be involved in meetings during each major project phase?
 - › Who is taking meeting minutes and coordinating information between teams?
 - › Is there alignment and understanding by all involved?
- ✓ Are other companies providing similar services (competition to supplier)?
 - › How can we establish value between suppliers, i.e., cost is not the only consideration?



PLANNING FOR THE BEST OUTCOMES

It's easy to recognize that systematic thinking, via product development processes, enables companies to see the whole picture, rather than the parts. It provides dynamic correlations as opposed to static snapshots, and allows managers to understand the frameworks that support complex scenarios and take action as necessary. This holistic view makes it easier to carry out innovative approaches that improve quality, reduce time, lower costs, and mitigate risks.

Building a strategic relationship with your suppliers not only strengthens your business, but provides a win-win for both sides. Steady relationships create trust, preferential treatment, and long-term shared accountability for the success of both companies. It also allows partners to work together to align their individual technology roadmaps to create innovative new products that combine their individual core strengths in new and exciting ways.



Partnering with IDEX Health & Science

IDEX Health & Science is uniquely positioned to solve even the most demanding fluidic and optic challenges in a wide array of markets and applications. From our extensive experience working with our partners, we've evolved a best-practice collaboration path to guide the optimization of your optofluidics solution with expert precision.

Learn more about our partnership process www.idex-hs.com/partner



ABOUT IDEX HEALTH & SCIENCE

IDEX Health & Science is the global authority in fluidics and optics, bringing to life advanced optofluidic technologies with our products, people, and engineering expertise. We make your vision a reality by solving complex problems and mitigating risk through strategic partnership.

Strategic Partnerships

The key to the future is collaboration, and at IDEX Health & Science we put the focus on what matters — the success of your systems. To make your vision a reality, we make even the toughest designs seamless, all while helping you balance budgets, time-to-market, and mitigating risk. With IDEXology, your ideas stay safe and protected while we solve complex problems together.

Your Specs and Our Expertise

In today's fast-paced market, innovation needs to be more than just an idea. It isn't good enough to only focus on the continual improvement of products. True innovation occurs when great ideas actually happen and make their mark on the world. In order to break new ground and expand your competitive edge, ideas not only need to be different, they need to be better. At IDEX Health & Science, it's not just about engineering every element of an instrument. We use IDEXology to help you see how each part comes together in higher-level designs, from the smallest component to the future of our industry.

Your Roadmap and Our Plan

You have a roadmap and we have a plan to keep you on course. From concept to prototype to final production, we solve complex problems together, each stage playing a vital role for the growth and advancement of your vision. We create your most challenging designs so seamlessly that the very notion of a "subsystem" must be called into question. IDEXology is the backbone of agile engineering. It expedites innovation and allows you to design tomorrow's technology today.

Your Vision and Our Focus

To make your vision a reality, we share our market-leading optofluidics knowledge and support, combined with unique partner innovation tools such as our Rapid Response Programs, to help you accelerate your time to market by generating new opportunities with high-impact, effective ideas that support business growth and increase profitability.



Core Capabilities

Fluidics

At IDEX Health & Science, we don't just build components; we also create innovative solutions that maximize performance and enable complete optimization of the fluidic pathway.

- › Column Hardware
- › Degassers
- › Fluidic Connections
- › Manifolds
- › Pumps
- › Pump Components
- › Sensors
- › RI Detectors
- › Valves

Microfluidics

We thrive on complex problem-solving opportunities. As the number one provider of microfluidic consumables across the globe, we are ready to help you solve the next big thing with the broadest portfolio of capabilities.

- › Microfluidic Consumables
- › Sample-to-Answer Solutions
- › Supporting Labware

Imaging & Illumination

Reliable by design and fueled by innovation, we are the market leader in providing “enabling” optical subsystems, vertically integrated from laser and optical components through system design, manufacturing, and metrology.

- › Filter Wheels & Switchers
- › Illumination Light Engines
- › Optical Filters
- › Optical Subsystems
- › Sensors & Cameras
- › Imaging Objectives

Subsystems & Assemblies

We deliver the most complete portfolio of premium optofluidic technologies, components, and capabilities and help you develop subsystem and integrated assemblies. Simplification is paramount to successful instrumentation, and as a partner, we can help you eliminate costly trial-and-error cycles with solutions that differentiate and outperform your competition.

- › Solutions for Critical Elements of Your Fluidic Path
- › Consumable Microfluidic Devices
- › Complete Opto-Mechanical Assemblies
- › Manufacturability & Reliability
- › Lower Development Costs
- › Minimize Time to Market Risks

Global Leaders

Whether you're pursuing a complex consumables design or a life-of-instrument flow cell, we support and guarantee your success with extensive experience that unites the intersections of fluidics, optics, and chemistry. We are a strong force of committed people and innovative products for your complete optofluidic pathway, continually increasing our product offering, expanding our market relevance by connecting to new customers, and positioning ourselves as global leaders in optofluidics engineering.

Worldwide Optofluidics

As a global company, IDEX Health & Science has an international network of direct sales professionals and distribution partners in place to provide personal service to every customer. Our experts are ready to visit your operation, assess your needs, and develop intelligent solutions for your challenges.

Corporate Responsibility

IDEX Health & Science is committed to preserving the environment. Our continuous improvement programs hold our facilities accountable to reduce waste, prevent pollution, and conserve resources. Many products comply with REACH and RoHS regulations.



Partner with IDEX Health & Science

If you're ready to make your visions a reality, contact us and we'll show you how to take your company to the next level.

www.idex-hs.com/partner



For ordering, technical support, and contact information please visit www.idex-hs.com