

# Resident Engineering Services – Scope of Services

## Overview

As Resident Engineers, we represent your company directly at the customer site — technically experienced, solution-oriented and always accessible. We connect engineering, production and customer operations to ensure smooth workflows, clear communication and stable processes.

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## Core Services

- **On-Site Technical Representation**  
Central point of contact at the OEM, serving as a professional interface between your teams and the customer.
- **Coordination of Technical Topics & Change Requests**  
Management of engineering changes, clarification of technical requirements and continuous alignment of all stakeholders.
- **Early Detection & Escalation Management**  
Identification of risks and deviations on-site — enabling proactive intervention before issues arise.
- **Quality Assurance & Feedback to Engineering**  
Representation of your quality requirements at the customer, with fast and accurate feedback to your engineering teams.
- **Reporting & Documentation**  
Transparent status reports on risks, actions and progress to support informed decision-making.
- **Support During Launches & Quality Deviations**  
Assistance during SOP/launch phases, analysis of deviations and implementation of sustainable corrective actions.

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## Benefits for Clients

- Clear interfaces and short decision-making paths
- Early risk identification and more stable processes
- Smooth communication between OEM and supplier
- High customer satisfaction through direct on-site presence

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## Engagement Model

- Short-term assignments or long-term on-site support
- Flexible hourly, monthly or project-based packages
- Seamless integration into customer and supplier structures

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## Contact

For inquiries or to discuss potential projects, please contact us:

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