



OPEN FOR INNOVATION DURING COVID-19

SUCCESS BUILDING UPON SUCCESS

Driving product design and development through
Joint Development Manufacturing.

Even in the most stable business environment, Product Development is a complex process, and the COVID-19 pandemic has introduced a wide range of new challenges. At Intricon, we're adapting and refining our approach to development, and we're finding that a partnership approach called Joint Development Manufacturing (JDM) gives healthcare leaders the edge they need to drive innovation and stay competitive in the months ahead.

Joint Development Manufacturing is different from the way a Contract Manufacturing Organization (CMO) operates. Instead of requiring detailed, proven designs and definitive validated processes, we can partner with you much earlier in the process and become an extension of your design and development team.

The goal is to accelerate project timelines. A recent example is a continuous glucose monitor we helped a healthcare device leader develop and launch. Of course, we and our customers put proper confidentiality agreements in place in order to share direct access to each other's R&D Labs and manufacturing facilities. JDM highlights our open, transparent approach

Working with a JDM partner can help you meet targeted timelines and other key deliverables, even under added financial stress caused by COVID-19.

to partnering and lets both parties gain faster, more in-depth insight through firsthand observation and experience. The net result is a higher level of trust and transparency for more effective, efficient decision-making and establishes a long-term relationship. Trust is decided at the management level and implemented in the details.

Today in response to COVID-19, we've also proactively implemented appropriate controls such as socially isolated manufacturing cells. Intricon has an internal contact tracing protocol, and our employees are required to wear face masks in the factory whenever they're in close proximity to other employees. Temperatures are measured daily when people enter the factory and interplant travel is closely monitored.

All of these physical steps are part of a comprehensive approach that helps everyone stay safe while the JDM team remains adaptable and agile. Travel restrictions will ease slowly, but in order to facilitate even more extensive remote partnering, we have supplemented our equipment with additional mobile webcams and teleconferencing hardware so that everyone on a team can see, hear and

participate in group discussions across multiple locations, often around the world. Some economists are predicting it may take an extended time to fully recover from the pandemic, and office-based teams may return at an equally slow pace. So moving forward, tools that allow "embedding at a distance" are necessary. Be assured that Intricon is well-versed at keeping development projects on track even when physical visits are limited.

A reliable supply chain is also important. Because Intricon is vertically integrated with a broad range of technologies, we're well positioned to support customers during Joint Development Manufacturing even during COVID-19 restrictions.

As companies reassess current development plans and timelines, it's clear that the way medical device manufacturers drive the development process will continue to adjust to the new limitations on physical updates and meetings. The future will not look like the past, but a Joint Development Manufacturing partnership with Intricon can play an important role in managing COVID-19 challenges now and advancing healthcare innovation for the future.