





Improving the win-win rate for Suppliers and Customers involved in the expanding radiometric marketplace






A perspective presented by:

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| Relationship – communication flow & delivery impact | | Customer | |
|---|------------|---|--|
| | | Expert | Non-expert |
| Supplier | Expert |  Constructive relationship. Optimal, confident supply. |  Supplier assumes control. Reliance upon quality of Customer specification to minimise risk of product non-conformance. |
| | Non-expert |  IPR can lead to impasse; customer, seeking confidence in product offering, must now consider “black-box” testing and associated cost and time elements |  Inefficient process. Supplier opportunities lost. Has Customer met their requirement? |

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| | Non-expert |  <p>Customer able to accept risk. Approach to testing yields cost & time savings.</p> |  <p>Inefficient process. Supplier opportunities lost. Has Customer met their requirement?</p> |

Factors affecting Supply

- Materials (prices)
- Improvements in technology
- Government policy
- Size of market
- Time
- Expectations

Impact of technological advances

- Materials (prices)
- **Improvements in technology**
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Radiation detection examples in support of NTR

- New detector materials
- Pulse processing hardware & methodologies
- Algorithm development


Impact of technological advances

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Radiation detection examples in support of NTR

Increased capability not just to detect but also ID RN materials

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- New detector materials
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Impact of Increased Capability for RN detection on Suppliers & Customers



- Suppliers
 - Expanded performance validation
 - Reliance upon surrogate R (for N) materials no longer valid
 - Compounded IPR issues
 - Access to test/characterisation facilities and RN materials
 - Scope of testing (independent of Customer)
- Customers
 - Increasing effort applied to “black-box” performance testing per instrument
 - Increased number of instruments and associated testing costs
 - Facility and material overhead

Suggestions to improve the win-win rate for Customers & Suppliers



- Suppliers
 - Provision of comprehensive performance evaluation
 - Evaluation linked to relevant Test Standards (aiding inter-comparison)
 - Influence Standards committees
 - Utilise opportunities to submit products for independent testing
 - Encourage timely results sharing
 - Provide feedback on scope of testing
 - Respond to “measurement requirement” questionnaires
 - Product loan consideration to facilitate Customer decision-making
- Customers
 - Improve specification (using Expert support as necessary)
 - Improve and maintain product awareness
 - Conferences, Workshops, Supplier visits, User groups
 - Support policy/strategy to make better use of the Supply chain