

### Meeting Your Delivery Needs

We've created *specialized* facilities that focus on specific types of jobs. Highly-trained, specialized staff means that an expert is working on your job, delivering a quicker turnaround and higher quality.

Our Fabrication Services locations and the types of jobs they focus on include:

- **Prosthetic Fabrication in Minneapolis, MN**, including hip disarticulation prostheses, CAD/CAM fabrication, myoelectric fabrication and service, double wall sockets, standard transtibial and transfemoral prostheses, and much more.
- **Orthotic Fabrication in Orlando, FL**, including specialty services like metal and leather bracing, custom spinal jackets, and Body Jacket by Measurement.
- Quick Turnaround at **Otto Bock Express in Dayton, OH**, including AFO, KAFO, test sockets, and definitive/laminated sockets.
- **Custom Silicone Services in Toronto, Canada**, including custom silicone liners, fingers, partial feet, and more.

Whatever facility is working on your job, whatever questions you may have, our hotline makes it easy to get the information you want: **877-FAB OTTO (877.322.6886)**.

### Give Us a Try

We think you'll like all the improvements we've made, all designed to keep you in control of quality, turnaround, and costs. For more details about how Otto Bock can help you grow your business, call your Sales Representative at 800.328.4058, or call our Fabrication Hotline directly at 877-FAB OTTO (877.322.6886).



## Otto Bock Fabrication Services



### Keeping You in Control...

### Keeping You In Control...

The key to your profitability is being able to accurately predict what a specific device will cost, including elusive overhead costs. Otto Bock offers the certainty of a standard cost, without having to factor in things like re-work costs, whether a machine needs repair, or whether your best myoelectric technician is on vacation. The end result is just what you ordered, when you need it, at a cost that holds no surprises.

The latest CAD/CAM technology delivers quick and accurate test sockets



### ...In Control of Your Jobs

At Otto Bock, we know you don't want to have to call us to track down your job. Once we receive an order from you, we communicate with you to keep you in control in three ways:

- A quick response hotline delivers answers at 877-FAB OTTO (877.322.6886)
- A Fabrication Account Service Representative is assigned to personally respond to any questions you have
- We continually update a secure website to let you check the status of your job whenever you like

These status reports include the ship date so you will know exactly when to expect the completed project in order to plan your next patient appointment, confident that the device will be in your hands.

### ...In Control of Your Costs

As a healthcare professional, you feel the pressure of reimbursement issues, increased costs, and all the other challenges you face. We have good news.

Our Fabrication Rewards program offers you additional discounts when you use our services and products. It's simple. Place a fabrication order for a lower extremity prosthesis or any custom orthosis that also uses all Otto Bock components and get a discount of 5% off components and 5% off Fabrication Services. Plus, by selecting all Otto Bock components you qualify for an additional year on your warranty, up to a maximum of three years.\*

\*The discount does not apply to the Free Walk® or to upper extremity prostheses. To receive discounts for the C-Leg® Otto Bock must fabricate the test socket and the definitive socket. The extended warranty offer does not include soft goods, sprays, cosmetic covers and fabrication services.



The Body Jacket by Measurement spinal jacket offers custom details with fast delivery.

**Otto Bock®**  
QUALITY FOR LIFE

Free Walk, C-Leg and Walk-On are registered trademarks and trademarks of Otto Bock HealthCare LP.  
©2004 Otto Bock HealthCare LP. • Printed in the USA • 04050539.1 • 09/04

USA 877.322.6886 • Fax 800.810.7994  
Canada 800.665.3327 • Fax 800.463.3659  
www.ottobockus.com • www.ottobock.ca

usa.customerservice@ottobock.com • info@ottobockcanada.com

**Otto Bock®**  
QUALITY FOR LIFE

## Supported by Specialists

When you send your job to Otto Bock, you tap into decades of fabrication expertise — 142 years of prosthetic fabrication and 136 years of orthotic fabrication experience.

Our front line Account Services staff adds their 27 years of expertise to every job, ensuring your wishes are clearly communicated to our technicians, following every job from your first call until it arrives on your doorstep.

*Double checking the details to deliver quality*



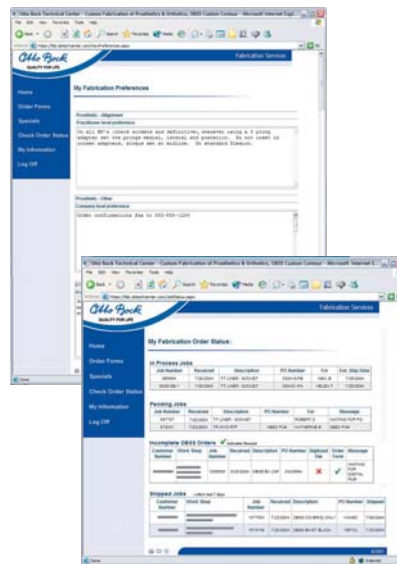
## Behind the Scenes

The systems you don't see are just as important. We've applied lean manufacturing techniques borrowed from large scale manufacturing models to ensure quality and speed! Our facilities are designed to refine or eliminate inefficient steps and develop new ways to work without compromising the integrity of your job.

## Fabrication Online at [www.ottobockus.com](http://www.ottobockus.com)

The Otto Bock website has a special link to Fabrication Services, offering order forms, great offers, access to your Preference Profile, and the order status of all your current jobs. Your personal password protects your information while allowing you to check progress on your projects. To set up a password, just call 877-FAB OTTO (877.322.6886) for details.

*Just one more way to control the details of your fabrication projects.*



## Exactly What You Want

Whenever you outsource a fabrication job, you need to feel confident that the end results will meet your need for a quality product delivered as promised.

Our customer profile system documents your preferences — and we refer to it with *every* job you send. By combining the profile with a series of checks, we make sure your order is filled exactly as you placed it. You can even review your profile online to make sure it matches what you want — putting you in control.

Whether your job is simple or complex, a prosthetic hip or an orthotic body jacket, our specialty facilities offer the broadest range of services available, staffed by knowledgeable, caring people.

Expertise in fabrication technologies is a given. But we stand apart by continually evaluating new materials and improving our processes, building in quality checks and documentation throughout production to ensure that you get your job your way.



*Our Orthotic Fabrication Services include everything from thermoplastic AFOs to the Free Walk® Stance-Control KAFO.*



*Even Mr. Control knows that Otto Bock checks all the details.*

Prosthetic Fabrication in  
Minneapolis, Minnesota, USA  
14800 28th Avenue, Suite 110  
Minneapolis, MN 55447

Orthotic Fabrication in  
Orlando, Florida, USA  
755 Clay Street  
Winter Park, FL 32789

Otto Bock Express in  
Dayton, Ohio, USA  
84 Westpark Road  
Centerville, OH 45459

Custom Silicone Services in  
Toronto, Ontario, Canada  
2897 Brighton Road  
Oakville, Ontario L6H 6C9 Canada