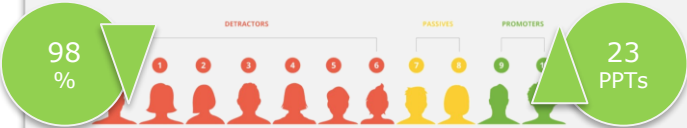


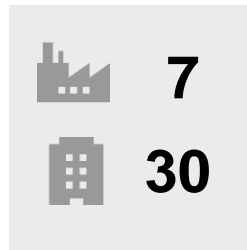
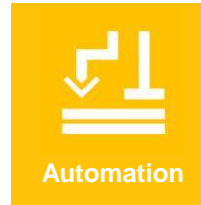
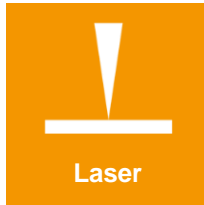
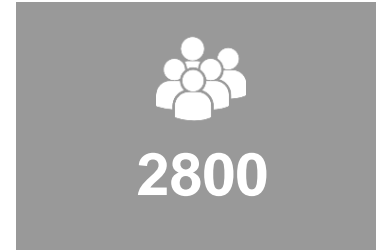
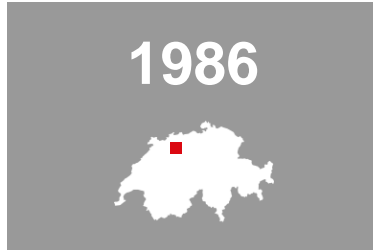


Best choice.

World Class Service

Service Excellence as imperative for future growth







Outdoor

Premium outdoor-brand
«Swiss 1862»



Chemical Specialties

Leader in PU foam technology
and UV-curing varnishing



Sheet Metal Processing

Cutting, bending, automation —
innovative machinery construction





Agricultural machinery



Automotive industry



Construction machinery



Machine and plant construction



Transport systems



Electrical engineering / Telecommunications



Construction industry



Kitchen facilities



Aerospace industry



conservative

sobriety

sense of
responsibility

impersonal

mechanical engineers

punctuality

rigid

mathematicians

brisk

cautious

physicists

little gloomy

precise

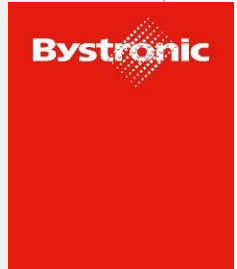
electrical engineers

orderly

task-oriented

software engineers

long time to establish
personal relationships







Global 1:1 Interviews

Internal Workshops

Field Trips

Service Surveys

0,000s

Global 1:1 Interviews

Telephone Surveys

,000s

Employee Engagement Survey

1:1 interviews

Global workshops

0,000s



1. Customer Satisfaction, and the role of Service in the success of an Organisation

- Awareness & understanding
- Broad Executive involvement
- Adapt internal communication
- Communication style
- Leverage 000,000s Annual Customer Touch Points



- Leverage 000,000s Annual Customer Touch Points
 - Focused on actions that would help the customer
 - Merchandise the `Benefit`
 - Do not sell



2. Technology, Automation, Innovation, but what about the people

Objective 1: Understand Hearts & Minds

Objective 2: Re Position the Service Organisation

Objective 3: Provide a clear mandate.



Personal Contribution
Respect & Enjoyment
Team Respect
Alignment & Team Collaboration
Believe in Bystronic



Supervisor
Effective Communication
Cross Functional Cooperation
Training & Support
Employee Value, Ideas & Improvement



3. Converting strategy in to successful execution and adoption in a global geography

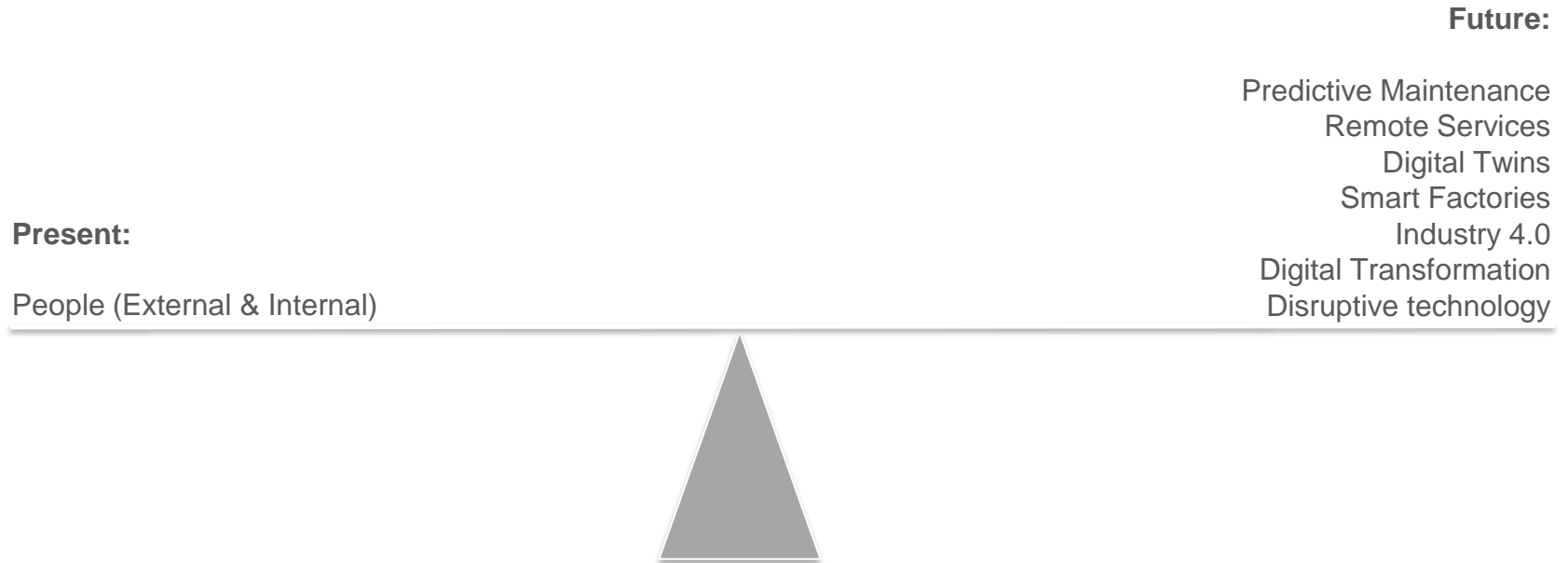


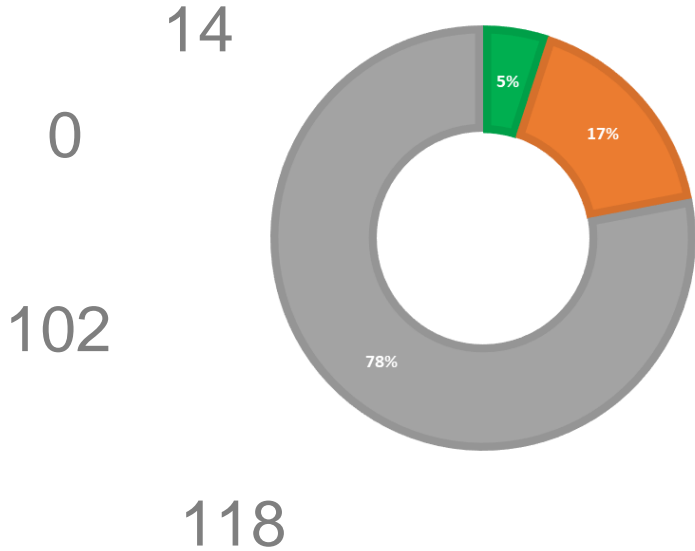
Remote Fix Rate (RFR)
Mean Time to Repair (MTTR-T/R/ST)
First Time Fix Rate (FTFR)
First Call Resolution (FCR)





4. The Future and the Present, the importance of a balanced strategy





Bystronic

Best choice.

Laser | Bending | Automation

bystronic.com