

SR-Schindler Maschinen- und Anlagentechnik GmbH, 93057 Regensburg, Germany

Plant specialist for the concrete block industry continues to expand customer service

In order to increase customer satisfaction, SR-Schindler has implemented changes in the organisation and internal processes. A new service hotline and additional service technicians are available to customers for fast processing of enquiries. In addition, the internationally leading plant manufacturer has a larger stock of spare parts for its customers.

SR-Schindler Maschinen- und Anlagentechnik GmbH wants to increase the satisfaction of its customers through targeted measures. The internationally leading supplier of production and processing machines for the concrete block industry based in the German city of Regensburg had already announced this at the bauma trade fair in the spring of this year. An initial measure to further increase customer satisfaction is a new service hotline. In addition to the existing possibility to contact the known contact persons directly, customers will always find a contact person by telephone during business hours between 7:00 a.m. and 5:00 p.m. on the telephone number +49 941 68 69 2 69. Depending on the focus of the customer enquiry, the call may be forwarded to an appropri-

ate specialist. The on-call programmer or service technician takes care of the caller and initiates all necessary steps to answer the customer inquiry.

"The vast majority of calls are now directed directly to the people known to the customer. However, we assume that this will soon change, because our specialists are not always available due to worldwide assignments, among other things. In contrast, the service hotline staff is always available", says Managing Director Olaf Arns.

In order to increase customer satisfaction, SR-Schindler also hired significantly more programmers, service technicians and fitters. "This enables us to significantly shorten the response times for service or repair requests and, after consultation with our customers, also to show a faster response time for the installation of new machines", promises Jakob Götz, who is now responsible for capacity planning for customer assignments, among other things.



Jakob Götz is responsible for capacity planning



Dennis Sabottke is a trained maintenance technician for machine and plant technology and will visit and support SR-Schindler customers regularly

Competent consulting

At the beginning of 2018, Dennis Sabottke was hired for the first time as a service technician, who visits customers at regular intervals and, if necessary, also supports them in the maintenance and repair of SR-Schindler systems. Managing Director Arns comments positively on the experiences to date: "Mr Sabottke, who has decades of practical experience as a trained maintenance technician in mechanical and plant engineering and who also has the necessary specialist knowledge through his additional training as a mechanical engineer, has shown us and our customers over the past 14 months that he can provide competent advice and carry out expert inspection, maintenance and repair work himself. This also applies to maintenance and repair work on the hermetic presses sold to date. If necessary, Mr Sabottke will be supported by SR-Schindler technicians who also have decades of experience".

In addition to the personal aspects mentioned above, work will continue on the stocking of spare parts. SR-Schindler has expanded its stock of spare parts, particularly in the area of hermetic presses, in order to improve availability.

The process started last year to increase customer satisfaction in the area of after-sales is, according to the company management, a first important step towards expanding the leading position in the areas of production plants for hermetic

slabs, finishing lines for slabs and stones with corresponding handling and in the final packaging.

"The present steps are the beginning. Organisation and corporate culture must gradually adapt to the changes. This requires some time and of course the continued commitment of our employees. We will meet our customers' high expectations of SR-Schindler", promises Arns.



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