



# Investing in success



Tecan is investing in focused training for regional service managers to help them continually improve the excellent service support that customers have come to expect. European service director Wilfried Bartz has been responsible for the initiative, and explained why he believes this training will help provide better customer care: “Service managers usually come from a technical background – good engineers with the extra talent that makes them stand out from the crowd. The aim of this training is to provide service managers with a foundation of core skills to help develop

their regional operations. The introduction of a course specifically for service managers at MarketingAkademie Hamburg represents the best training for our managers, and offers an ideal forum to explore how servicing challenges are handled in different industrial environments. We specifically chose not to have a course exclusively for Tecan personnel in order to encourage exchange of ideas, and focus outside of technical issues.”

“Providing comprehensive customer support requires more than just rapid maintenance and servicing of hardware. Service engineers have to be able to assess customer needs and advise where potential changes in practice could boost efficiency or revenue. This ethos has to come from the service manager and be filtered down to the field service staff, so the benefits of this approach need to be understood on a management level. We also work closely with the sales team before an order is agreed to help provide solutions for the customer’s needs, according to the specific application, technical aspects and support required. Service management is a versatile and demanding job, and investing in our regional managers helps them to provide a professional and efficient service to customers.”



Tecan service managers and other course participants with one of the MarketingAkademie Hamburg lecturers

# Consolidating our organization for customers

Over the past year, a small group of representatives from the quality, finance and other management teams within Tecan has been working hard to improve our internal organization and establish a more efficient, more productive Tecan Management System.

In recent years, with the growth of the Tecan Group, a number of different management tools have evolved as the size and operations of the company have

dictated. By consolidating our standard operating processes into one integrated and well-documented system, we have created a strong basis from which to continue building all organizational units and make constant improvements within Tecan. Our new management system will be maintained by a dedicated department for Operational Excellence that is directly overseen by a member of the Executive Committee and covers all our business organizations.

This new initiative has streamlined decision-making processes within Tecan, concentrating our efforts with a strong customer focus, and we believe this new structure will help us to respond faster, in a more flexible way, to our customers and the market in general. Thank you for your continued support.