



**PLANNING WORK TAKING THE
HUMAN DIMENSION INTO
ACCOUNT ALLOWS US TO GAIN
THE CUSTOMER'S TRUST.**



Hubert is responsible for work scheduling in the technical department. He endeavors to coordinate maintenance both in the workshop and on-site with our customers on a daily basis.

Hubert's major challenge is to respond to our customers' urgent intervention requests as quickly as possible, allocating the correct resources and making sure that the correct parts are available.

He succeeds in his daily challenges thanks to his human consideration and professional skills. Together they compose his recipe for providing customers with the best customer experience.

Hubert says: 'For me a successful experience is:

- When customers are satisfied thanks to a timely job well done
- One that is planned taking into consideration the human dimension, gaining the customer's trust
- One that enhances interaction between internal departments to fulfill our commitments to our customers'.