

**Thomas**

Empowered analysis and service



**BY FORMALIZING OUR  
PROCESSES WE PROVIDE OUR  
TEAMS WITH THE TOOLS TO  
SUPPORT OUR CUSTOMERS.**



Thomas is an After Sales Service Project Manager. He has a key role in organising and in the continuous improvement of after sales service operations and procedures for our customers.

He mainly works internally with our employees supporting them ensuring that customers' data is reliable, taking on board their expectations and organising repair interventions.

Thomas says: successful customer experience in our department is:

- one of the priorities of our Service Excellence programme
- taking our customers' expectations on board for improvement procedures following satisfaction surveys
- considering each customer individually
- ensuring satisfaction to all our customers
- acknowledging our service improvements.