

Introduction

With the official introduction of a global Helmut Fischer Serviceorganisation and a good and strong support from our HQ in the future, we'd like to learn a little bit more from your local Serviceorganisation in a first step – your actual situation, your needs, your concerns. On one hand it shall help us to better understand your actual situation and to update our strategy targets. On the other side we also want to see what we don't know within the HQ but is still present within our global team (knowledge, experts,...) and could be used near time to still strengthen our Serviceorganisation.

In the end we want to have a strong and powerful global Serviceorganisation.

Therefore we please you to help us within this first query and fill up the several requested informations. Take your time in answering the questions in detail as much as you can. The query is based on the following chapters with a few questions within each chapter.

1. Serviceorganisation
2. Qualifications within the service
3. actual support from our Headquarter to the subsidiaries
4. Repairs
5. Spare Part management
6. Service products
7. a few general informations

Shortcuts within the document:

HQ = Headquarter in Sindelfingen

1. Serviceorganisation

1.1 Service organizational chart

First of all we'd like to learn more about your organisational structure of your Serviceteam. Attached an example for an organisational chart from our Service team in Germany

Could you please provide us a similar chart or description with the minimum of following informations:

- how many persons do you have within the team (s. example SC-DE)
- which are your groups within the Service team (like administration, inhouse repair, field service, logistics, ...)
- do you have some group leaders or other responsible persons beside the Service manager

If you like to add some additional informations pls use the Notes field below.

-> Upload of a document

1.2 Contact persons

For the future communication with our Headquarter we'd like to concentrate the communication channels a little bit more. Who will be or still are our contact persons beside the Service manager within your team ?

-> table, online to fill in: Name, first name, mail, function within the local service team

1.3 Service availability

What is your local service availability time for our customers ? E.g. in germany we're available from 08.00 to 17.00 in the evening and customers can contact us in addition via a ticket system through our Homepage when they're still not in direct contact with someone of us.

-> *notes field*

2. Qualification and training

Within this chapter we'd like to learn more about your team qualification level for the different product groups - XRF, tactile and Nano.

2.1 Skills of technicians

You'll find a skills template within the attachment with the pleasure to fulfill it with name + surname of your technicians and the corresponding skills that they have. If you still have one from the past you can also update this and send us this one.

-> *notes field + Download Excel template Matrix + Upload Matrix*

2.2. Training requirements for our existing technologies

Based on very less trainings at the HQ in the last years we'd like to organize within 2023 some trainings first of all for existing devices. Pls enter within the notes field the three most important needs for trainings you'll have at the moment. A short description / details of each request of the three would be very grateful.

-> *notes field*

3. Support from our HQ to the subsidiaries

Within this chapter we'd like to get a better feedback and feeling how is the support from your point of view from the HQ to you as subsidiary.

3.1 Sharepoint

Do everybody in your team know and use our Support via Sharepoint ? Service manuals, SW downloads,

-> *Checkbox Yes and No*

If not, please give us a short feedback which are the reasons.

-> *notes field*

3.2 Service manuals

When you use our service manuals from Sharepoint how satisfied are you from 1 to 10 with the content for our technologies ? (1 = very unsatisfied, 10 = very satisfied)

-> *Checkbox with 1 to 10 for XRF*

-> *Checkbox with 1 for 10 for tactile*

-> *Checkbox with 1 to 10 for Nano*

When you are really unsatisfied (btw. 1 and 3) how can we make it better in future ? Pls note maximum the 3 most important things.

-> notes field

Which manuals are missing within the sharepoint but needed at all ?

-> notes field XRF

-> notes field tactile

-> notes field Nano

3.3 Reaction time and point of contact with the HQ

When you need support from the **HQ Service** department how satisfied are you from 1 to 10 with

a. the contact possibilities (1 = very unsatisfied, 10 = very satisfied)

-> Checkbox with 1 to 10

When you are really unsatisfied (btw. 1 and 3) what is missing ? Pls note maximum the 3 most important things.

-> notes field

b. the reaction time

-> Checkbox with 1 to 10

Do we need in future a kind of “Fast Lane” for real emergency cases ?

-> Checkbox Yes / No

In case of yes could you pls give us one example (short description) what you regard as an emergency case ?

-> notes field

3.4 Frequent communication issues

In future we'd also like to introduce a kind of monthly call. Therefore we'd like to know if you've got still some topics you'd like to start with in the near future.

-> notes field

4. Repairs

4.1 InHouse repairs

Which repairs are made Inhouse and/or external for the three products tactile, XRF, Nano ? E.g. in germany tactile = only InHouse, Xray = Inhouse and external, Nano = mainly InHouse a small few things external

-> *Checkbox*

-> *notes field*

4.2 Level for repair

What is the maximum level (low level, middle, deep analysis) you're doing the repairs Inhouse or external ?

low level = exchanging some small components, labels, covers

Mid level = exchange e.g. a microswitch or a 50kV board ? But not the x-ray generator or a poly capillary

Deep analysis = exchange all components and readjust the device afterwards

-> *Checkbox*

4.3 Missing for repairs

Is there sth. that's generally missing and you want to repair in future on your own but e.g. the spare part is not available or you need a special tool for it ?

-> *notes field XRF*

-> *notes field tactile*

-> *notes field Nano*

4.4 Inhouse repair times

What are your average Inhouse repair times for tactile, XRF, Nano, starting to count the time from the arrival until delivery back to your customer ? Please enter the days when you know it and if not known or you do not repair the product Inhouse then choose "Not available"

-> *field for XRF to enter the days*

-> *field for tactile to enter the days*

-> *field for Nano to enter the days*

4.5 External Repairs – reaction time

How long does it take (in average) from a customer call until a technician is on site for repair ?

-> *field for XRF to enter the days*

-> *field for tactile to enter the days*

-> *field for Nano to enter the days*

5. Spare part management

5.1 Ordering + stock management

Based on which procedure or criteria do you order your different spare parts - demand-driven when you need it for a repair order or based on annual needs and experience or otherwise ?

-> *notes field for XRF*

-> *notes field for tactile*

-> *notes field for Nano*

5.2 Local purchasing

Do you purchase any spare parts on your local market – divided in small parts (screws, electronic parts for electronic boards,), middle parts (micro switches, displays for tactile devices,...) and big parts (cases, ...)

-> *Checkbox*

5.3 Spare part competitors

Do you have spare parts competitors within your local market which are specialized to produce and offer rebuild (copied) Fischer spare parts like X-Ray generators or others ? If yes could you pls name some and for which technology.

-> *Checkbox*

5.4 Spare part pricing

How do you do your pricing for the spare parts – our selling / transfer price multiplied with a unique factor for all or also regarding the spare part characteristic ? Could you give us your spare part price for the 5 top XRF and tactile parts you need in your market ?

-> *notes field*

5.5 Spare part “sharing”

At the moment we don't have any idea which spare parts are in which quantity within the local stocks of our subsidiaries. And since we still have a backlog of different material to provide spare parts in the requested time from the HQ we'd like to know if you're still sharing a kind of “available

spare parts" list with other Fischer subsidiaries. If not are you interested to do it in the near future?
Up to now with all the different ERP systems we'll need to create one common platform.

-> *Checkbox with „Still Sharing with other subsidiaries Yes / No"*

-> *If yes: „If yes with whom"*

-> *Checkbox with "Interested for near future common platform for spare parts Yes / No"*

6. Service products

6.1 local Service products

Which are your most important service products for your local market that you're providing to our customers – maximum the top 5 ? In germany e.g. we have maintenance contracts with decreased reaction times, calibration services, leasing of devices

-> *notes field*

6.2 Maintenance contracts

How many service maintenance contracts (numbers) do you have for the different product families ?

-> *notes field*

6.3 Hourly rates

How much is your hourly rate for our customers divided btw. external and internal rates when you have a separation ? And do you know the hourly rates from your local competitors ?

-> *notes field*

6.4 Calibration standards

Do you use calibration standards (e.g. Service calibration kit's) from the HQ or your local market supplier? If yes do you look for a frequent re-certification and that the certification is always valid ?

-> *notes field „Name of your calibration sets"*

-> *Checkbox "Do you look for a frequent re-certification" Yes / No*

7. A few general informations

7.1 Servicetools and Special things

Do you have some important special things or service tools which could be interesting for the complete group ? Equal if you use it for internal or external service. E.g. smart glasses for remote sessions, special fixtures / equipment for a faster repair ...

-> *notes field*