

Press Release

POLAR N° 1 in service satisfaction survey

The current survey conducted by Apenberg und Partner about service quality in the graphic arts industry places POLAR as the Number 1 supplier in the field of finishing.

In the scope of a customer satisfaction analysis carried out this year the Hamburg-based management consultancy Apenberg & Partner evaluated the service of nineteen suppliers in the graphic arts industry. POLAR took first place among the postpress firms.

The relevant study examined three areas

- regular maintenance work
- non-scheduled repair work, and
- extraordinary services.

In the overall assessment, POLAR is right behind Heidelberger Druckmaschinen AG (second place) and Océ (first place).

For Michael Neugart, Managing Director of POLAR, this is a clear confirmation: "We know a fast and reliable service minimizes downtimes and saves cost. Therefore, we have been doing our homework in the field of service in the past years together with our business partner Heidelberg. The result of this survey confirms our efforts. As far as the small and medium enterprises are concerned our Service Center certainly ranges among the top 10 worldwide. In 2006, we invested over 5 million euros into this modern logistics center in order to ensure we will still be keeping our promise of a 25-year availability of service parts in future. In the meantime we have been reaching fantastic values with a parts availability of 96 % and up to 94 % of all orders being shipped the same day. A major factor is that all the ordering processes of our sales partner HEIDELBERG integrated into our own systems. This safeguards minimum reaction times. POLAR also applies a high standard in the technical training of our service technicians around the world. Year after year we are training up to 500 engineers in sessions of over 2,000 man-days to ensure utmost service quality."

Please visit our website at:

www.polar-mohr.com



After the safety check, the machine gets its test badge