



Dear Readers,
dear Business Associates,
for decades Production and Service at Harro Höfliger were in the hands of one department: Employees who built a machine and handled the installation at the customer's location subsequently were also responsible for the service. With the complexity and uniqueness of our specialty machines, this was a very good solution and at the same time a sign of our stability. To this day, our customers appreciate the fact that a familiar technician always shows up for the maintenance of their machine.

However, constant changes require new concepts and a modern approach: For many years we have been expanding our service offer – a task that requires highly qualified employees. At the same time the number of machines installed worldwide is steadily growing, which means that maintenance efforts are increasing overall. We reacted to these new challenges and eight years ago, established the Customer Service division, another strong team for our customers.

Our motto also applies to service: ALL YOU NEED. We invest a great deal of time, money and expertise in order to optimally prepare our employees for every service call. The direct communication between the Production and Customer Service Departments continues, of course. This is the only way we can meet our customers' high expectations for qualified service.

Over the next few years, we will strengthen our Customer Service both nationally and internationally, and continue to enhance it in terms of quality and efficiency. Together with our business partners we will continue this direction with conviction.

Your

Heinrich Havenstein
Managing Director Production at Harro Höfliger
