

Otis Sales Installation Process

On Time On Budget

BENEFITS

- ▶ Early customer communication defining requirements and responsibilities, thus minimising the risk of project delays
- ▶ Periodic quality checks, helping to ensure that an installation remains on program and on budget
- ▶ Ongoing communication with the customer
- ▶ An uncompromising commitment to safety
- ▶ A clean, concise handover upon final acceptance
- ▶ Quality products and workmanship

Using proven processes and tools that have been carefully developed and refined, Otis' Sales Installation Process (SIP) aims to deliver a faster, more efficient installation on time, every time. To achieve this, Otis also needs customer cooperation to ensure all pre-installation requirements are completed to avoid delays.

FEATURES

The Meticulous Process

The Otis Global Sales Installation Process (GSIP) guarantees that the entire process from sales to customer handover is properly administered, and that the owner and/or project manager are continually advised of the job's progress.

1. Planning

During the project's initial planning, Otis' preliminary installation plan establishes clear checkpoints and goals for each project stage. All relevant issues - including project scheduling, accountability and changes - are communicated and resolved with the customer as they arise.

2. Customer Commitment

To ensure a timely, safe and on budget installation for our customer, Otis needs customer cooperation to ensure that all pre-installation processes and requirements are prepared and properly administered before equipment arrives on site. In return, delays and associated costs will be avoided and the customer will benefit from a faster, easier, safer, more efficient installation.

3. Project Management

Efficient project execution includes job-safety meetings, the creation of real-time installation schedules, periodic quality checks, on-site problem solving and contract compliance. These steps are essential in ensuring requirements and responsibilities are met, thus helping to avoid delays in the installation process.

Otis project management also includes presiding over final acceptance, arranging inspections of the installed product, submitting reports and final test results and the presentation of information kits to the customer about their new equipment. Otis' SIP is based on proven best practices, teamwork with customers, communication with customers and continuous process improvements.

4. The Seamless Handover

Every project involves critical points where the job moves from the care of one part of the business to another. The entire Otis team understands the commitment the company has made to the customer and ensures the project's development from Otis' Sales Representatives to Construction Supervisors is as smooth as possible.

Then, Otis inspects all equipment thoroughly before passing ownership to the customer. Detailed information kits help customers understand how their equipment works and how to facilitate its safe, efficient operation in the future.

The end result is a thorough handover and Otis' on-going commitment to partner with the customer to ensure the optimal performance of their equipment.

5. After-Sales Support

The New Installation Service (NIS) is explained to the customer during the handover. NIS is the post-installation Otis warranty maintenance, which reassures the customer that their equipment will receive the best possible care during this period. To ensure that Otis continues to deliver installation of the very highest quality and efficiency, every aspect of the installation process - project schedules, financial requirements and customer communication - is objectively assessed via a customer survey after every project.

