

Compressor Technique Service



Atlas Copco Capital Markets Day, December 1, 2010
Stephan Kuhn, Business Area President, Compressor Technique

Sustainable Productivity 

Revenue diversity



8% (11%) Gas compressors

33% (30%) Parts & Services

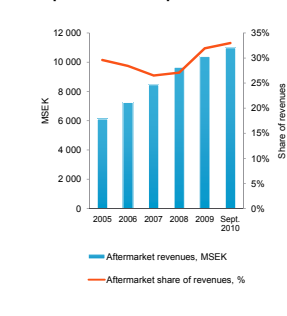
52% (52%) Compressed air equipment & solutions

7% (7%) Generators / specialty rental



Aftermarket growth


Compressor Technique



Year	Aftermarket revenues, MSEK	Aftermarket share of revenues, %
2005	~6,000	~25%
2006	~7,000	~25%
2007	~8,000	~25%
2008	~9,000	~25%
2009	~10,000	~25%
Sept. 2010	~11,000	~25%

Characteristics

- High growth potential
- High profit potential
- Stable revenue stream
- Optimized business processes
- Enhanced product development
- Closer relationships with customers



Mission statement

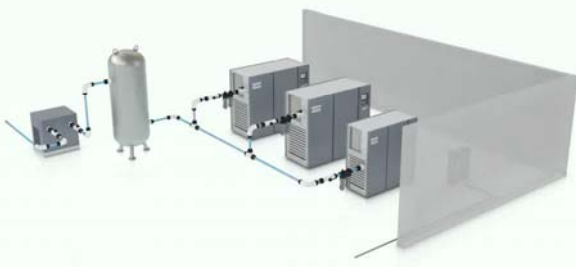
Through continuous investment in our **competent**, **committed** and **efficient** service organisation, we ensure a high level of **customer satisfaction** by creating **superior customer value**.

Accelerate profitable growth



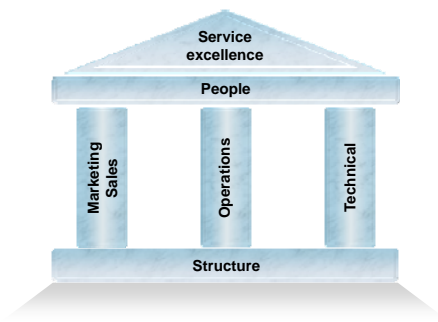
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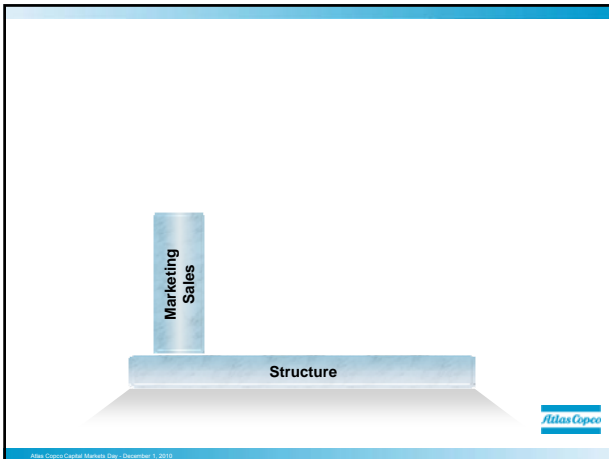


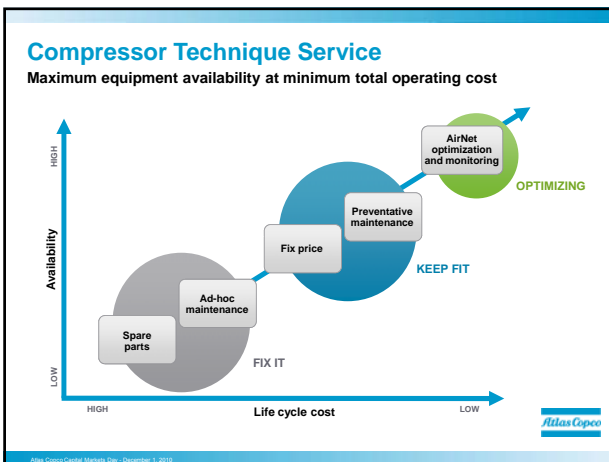
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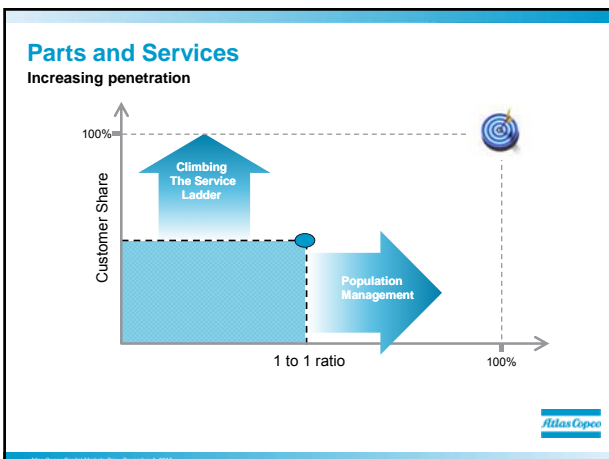
Service organization

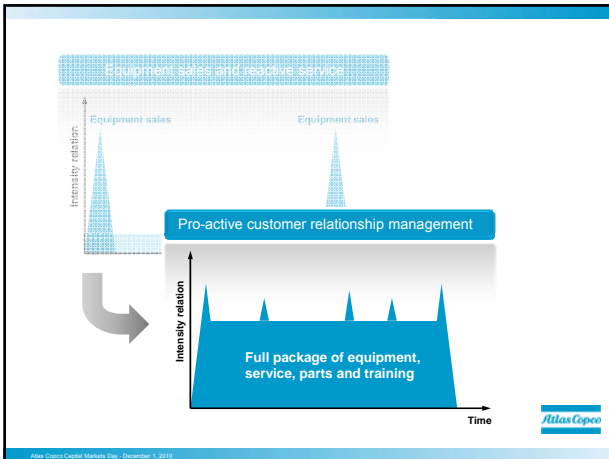


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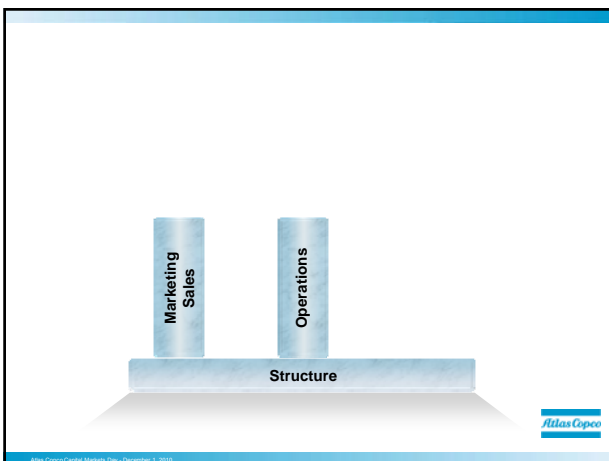




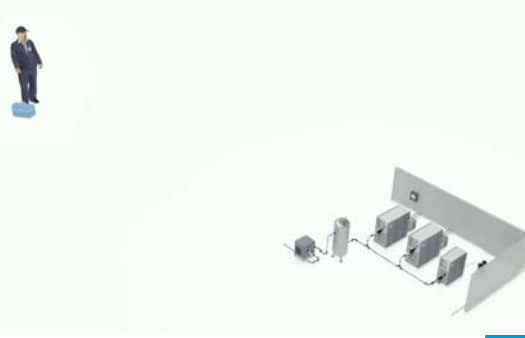








Service operations process



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Customer satisfaction improvement: Strategy




- 1 Avoid breakdowns through better preventive maintenance
- 2 When it breaks down, fix it as fast as possible, preferably the first time
- 3 Be customer oriented, communicate with the customer

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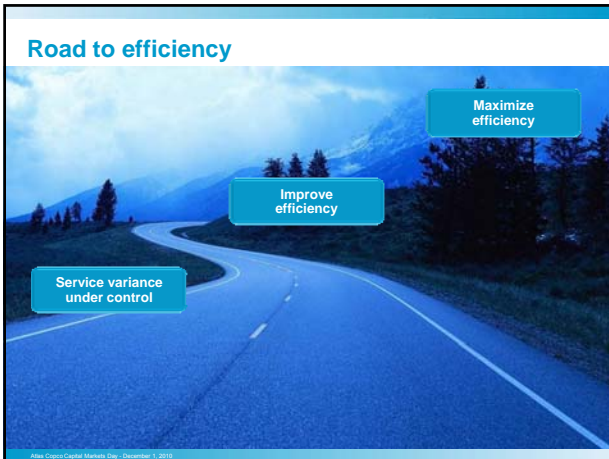
Key performance indicators

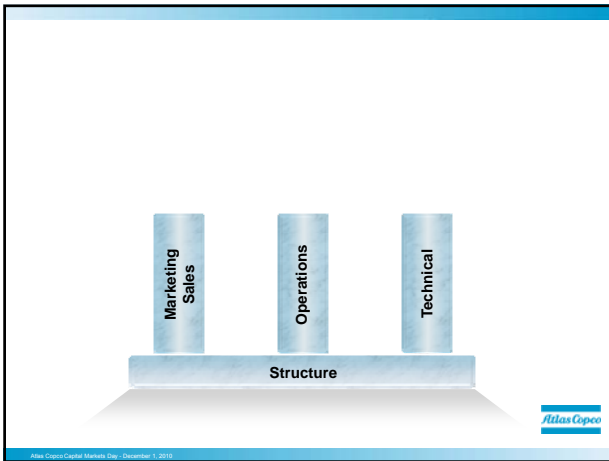


Reducing Breakdowns → Fixing the Problem → Customer Oriented → NPS

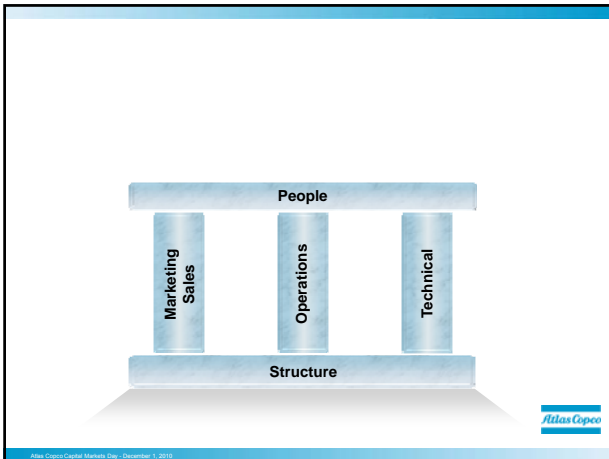
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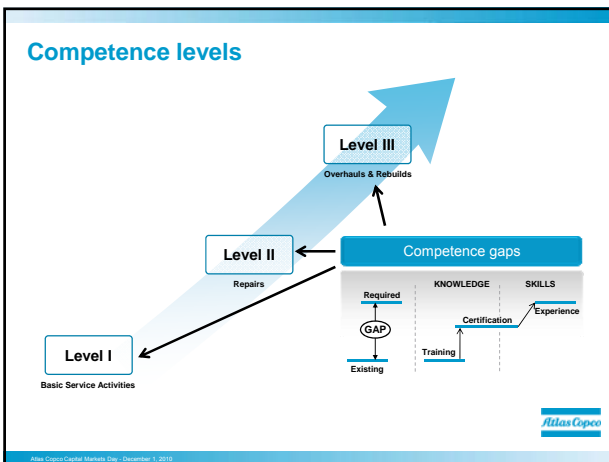
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- Technical support and warranty follow up**
- Warranty process
 - Database solution for fast action, follow up and communication world-wide
 - Technical support
 - Local and regional support close to customer
 - Central specialized technical support by product range
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Time to competence

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more than 200 videos

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Time to information

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CTS 'on the Air'

CTS Newsflash

CTS video website

Global Business Portal

Toolbox Meetings

TIME TO INFORMATION

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Service excellence

People

Marketing Sales

Operations

Technical

Structure

Accelerate profitable growth

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Committed to sustainable productivity.

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