

Frimley, UK
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Siemens invests in new vehicle solutions for customer field service operations

Siemens in Lincoln is investing in a new fleet of bespoke vehicles for gas turbine service operations as part of its service strategy focused on delivering ever better service for its customers. The first three vehicles designed for Siemens by QI Van Systems will be deployed from the end of this month in the Lincoln gas turbine service business for use by the field service team. Further investment and wider roll-out is expected over the next twelve months across all Siemens gas turbine field service operations in the UK and internationally.

This year Siemens launched its 'Customer Experience' programme, an initiative which is being rolled out across all energy businesses. This is focused on working closely and collaboratively with customers to continuously improve operations, increase efficiency and implement best practise. In Lincoln the gas turbine service business is looking at all areas of operations, including smarter transport and logistics and technology innovation, such as the introduction of tablet technology, already used in Siemens wind turbine service business.

The new vans have been designed to meet the specific needs of Siemens field service technicians. Siemens Service employs around 650 people in Lincoln and Aberdeen, which includes around 144 field service engineers and technicians. It is critical that field service employees have the right tools for the job and these new vans are designed to meet this requirement. Andy Watson, director of Field Service in Lincoln said:

"We are pleased to announce this latest investment in our service operations to better support our customers. Our gas turbines are critical to customer operations

and therefore being able to address issues quickly and effectively is critical. Field service is particularly important as our customers rely on us to be there to meet their requirements. By investing in this new fleet we will be able to react more quickly at sites.”

“Siemens has already invested heavily in a state-of-the-art facility at Teal Park and this latest investment in a new fleet is part of our overall approach to excellence in customer service and operations. We are keen to have the latest technology in all areas. We look forward to a wider roll-out later in the year.”

The new vans have been supplied by Lex Autolease and designed by Qi Van systems in collaboration with Snap-on Industrial according to a “lean” methodology, which means that field service engineers have the complete tooling and equipment required to undertake the work in the most efficient and safe manner. The design complies with the latest HSE (Health, Safety and Environment) guidelines with respect to load distribution and load safety whilst providing a safe and comfortable environment for the occupants and an efficient platform to support our customers. Kitting out will also include tooling certificates and calibration details so that when the technicians arrive on site they have all of the necessary tools and documents that will be needed by customers before they start work.

Stuart Paterson, managing director of Qi Van Systems commented:

“We were delighted to accept this challenge and be given the opportunity to support such a forward thinking and innovative team as Siemens. Working closely in conjunction with Snap-On-Industrial we have created a bespoke vehicle storage system which allows engineers and technicians to have easy and organised access to all relevant tools and equipment, enabling them to carry out their work in a safe and efficient manner. Having full in-house design manufacturing fitting facilities at our Midlands factory we were able to adapt quickly to the specific requirements demanded by Siemens and are extremely pleased with the finished vehicle.”

Simon Barker Level 5 tool control specialist from Snap-on Industrial comments:

“Working in collaboration with Siemens management and field engineers, we have provided a substantial mobile tool solution, combining our renowned quality hand tooling with tool control foam to create a comprehensive and durable tool kit. Encom-

passing hundreds of specified tools and associated equipment to meet engineering demands and close tolerances; this bespoke tool kit has been designed specifically to make the field engineer's job, easier and more productive'.

As a global business Siemens will also be looking to replicate this type of fit-out in containers that are transported overseas. This means that field service technicians internationally will also have the same approach and methodology available to them. The initiative will be rolled out internationally over the next twelve months.

-ENDS-

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Siemens in the UK

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* Data includes intercompany revenue. Data may not be comparable with revenue reported in annual or interim reports.