

◆ Service Outlets

The company has established special service offices in all provinces and cities directly under the central authority all over the country. Dozens of engineers are stationed in the offices to handle the customers' problems 24 hours a day and never say no to customers.

◆ Management Mode

The company has established a special customer service department and carried out the department manager responsibility system.

Regarding the assembly, every step in the operation process should be responsible for the step right behind it.

A follow-up service system is adopted for the customer service personnel. The quality of customer service and the long-term production feedback information are the basis for the performance evaluation of the customer service personnel.

◆ Service Team

The company has made strict evaluation measures for the customer service personnel. Specialized service skill plus warmhearted service attitude equal to qualified customer service personnel. The customer service department is an excellent team formed by dozens of specialized customer service personnel.

◆ Specified Spare Part Service Function

A spare part manager responsibility system is adopted for its spare part service. With a special spare part warehousing management system, the company has high spare part inventory. Regarding the emergent non-standard spare parts, the company has made corresponding emergency treatment measures and provided aviation logistic service to ensure that the customer can get the needed spare parts as soon as possible.