

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

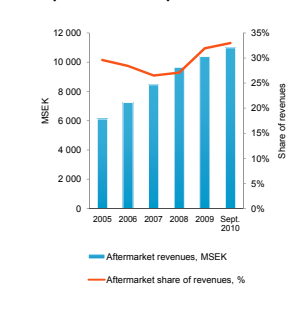
52% (52%) Compressed air equipment & solutions

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


12 month revenues. Aftermarket, excluding rental revenues



Mission statement


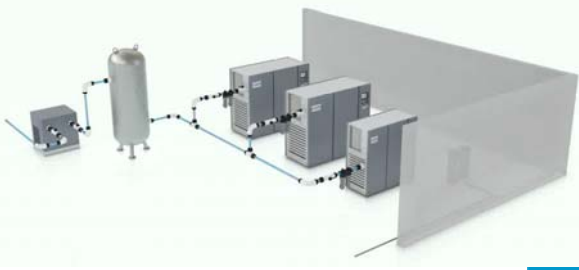
Through continuous investment in our **competent**, **committed** and **efficient** service organisation, we ensure a high level of **customer satisfaction** by creating **superior customer value**.

Accelerate profitable growth



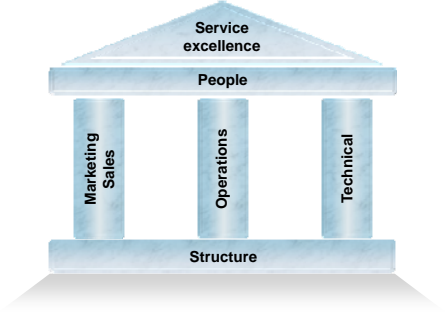
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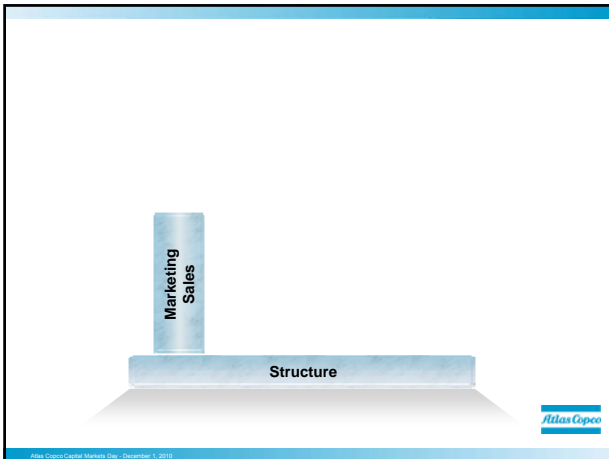
Service organization

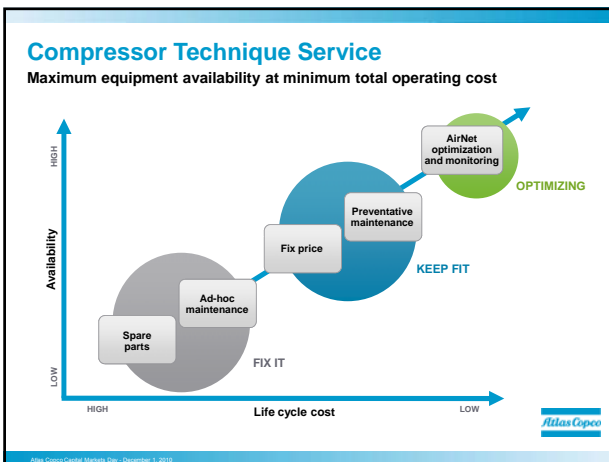


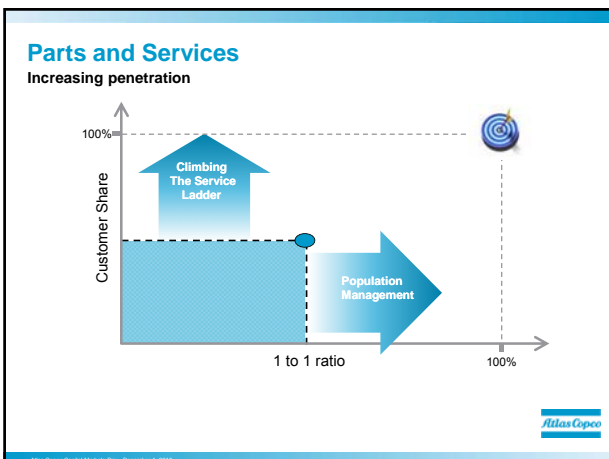
The diagram is a temple structure with a triangular roof labeled "Service excellence". Below the roof is a horizontal bar labeled "People". The temple is supported by three vertical pillars labeled "Marketing Sales", "Operations", and "Technical". At the base of the pillars is a horizontal bar labeled "Structure".

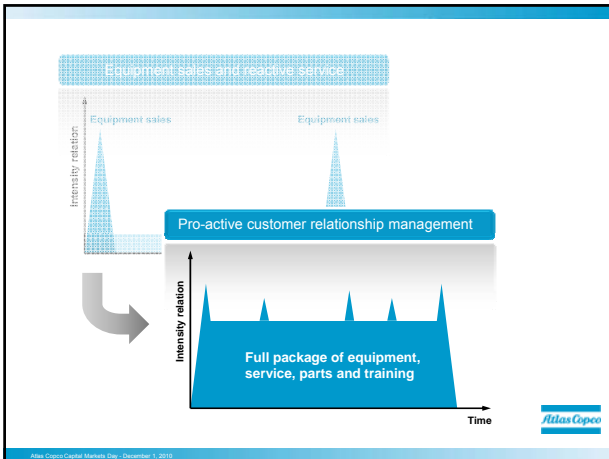


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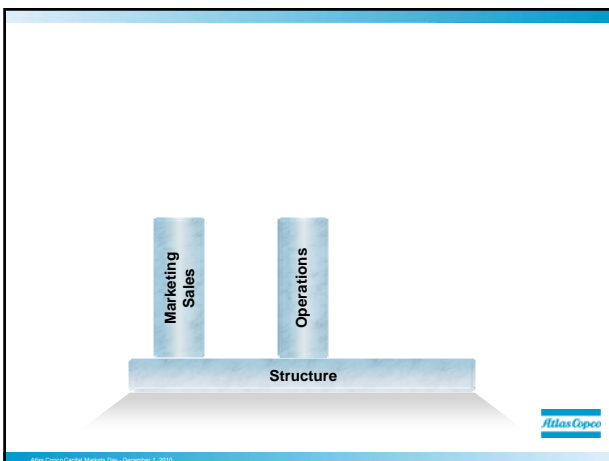




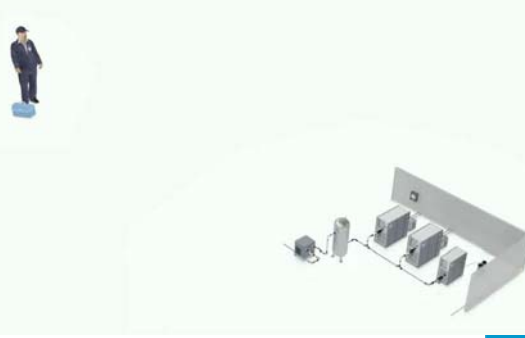








Service operations process



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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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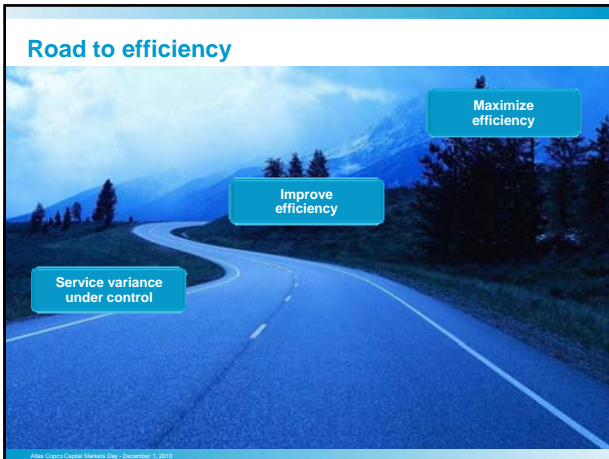
Key performance indicators

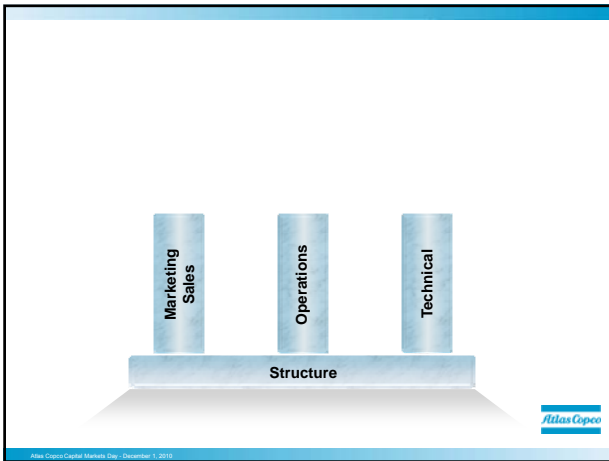


Reducing Breakdowns → Fixing the Problem → Customer Oriented → NPS

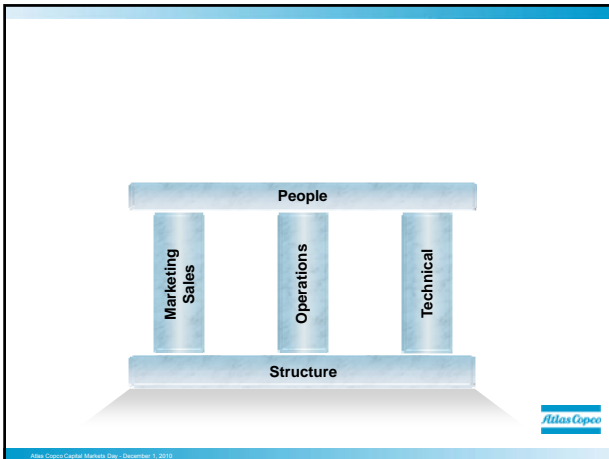
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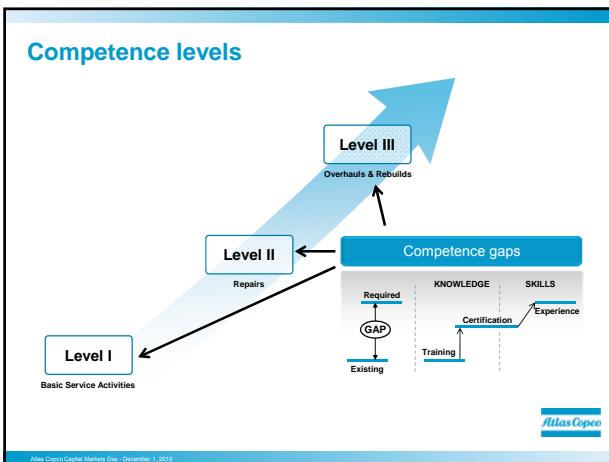
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- Technical support and warranty follow up**
- Warranty process
 - Database solution for fast action, follow up and communication world-wide
 - Technical support
 - Local and regional support close to customer
 - Central specialized technical support by product range
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- A slide with a white background and blue header. It contains a bulleted list under the heading 'Technical support and warranty follow up'. The Atlas Copco logo and event information are at the bottom.





Time to competence

Video website

more than 200 videos

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Time to information

Webinars

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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