

Challenges From An Installers Perspective

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Agenda:



- 1. Background and references
- 2. The essence of installing in the commercial refrigeration sector
- 3. Actual process (From tender to handover)
- 4. Decision making
- 5. Ideal process
- 6. Conclusion





Background and references:







Super-Køl A/S has 40 years of experience in the commercial sector

Super-Køl A/S partly owned by Arneg Nordic since 1/10-2015













The essence of installing in the commercial refrigeration sector:



Process



After commissioning & Handover







The essence of installing in the commercial refrigeration sector:



THERE IS A MISMATCH BETWEEN WHAT SCIENCE KNOWS AND WHAT BUSINESS DOES

Dan Pink's 'The Puzzle of Motivation'







Actual process (From tender to handover):





- Supermarked layout
- If lucky tender material will be received

Step 2

Offer send (Cost + X%)

Step 3

• Evaluation by costumer (Only based on price ... not based on tender)

Step 4

Supplier adjust and new offer forwarded (Cost + x%)

Step 5

- Costumer final evaluation including last minute changes
- The supllier able to hand in the larges discount is the winner

Step 6

- Commissioning and handover to costumer
- The installation is evaluated based on the layout given in STEP 1









Decision making:



Statements decision making

"Decisions only based on price"

"Value based decision making with respect to consumers"

"New technology is acknowledged and defined in tender"

"Decision making is based on feelings ... not facts"

Why not based on tender and then price?

Why not value based decisions with respect to suppliers?

No money = no new technology

Facts & control —— Compliance

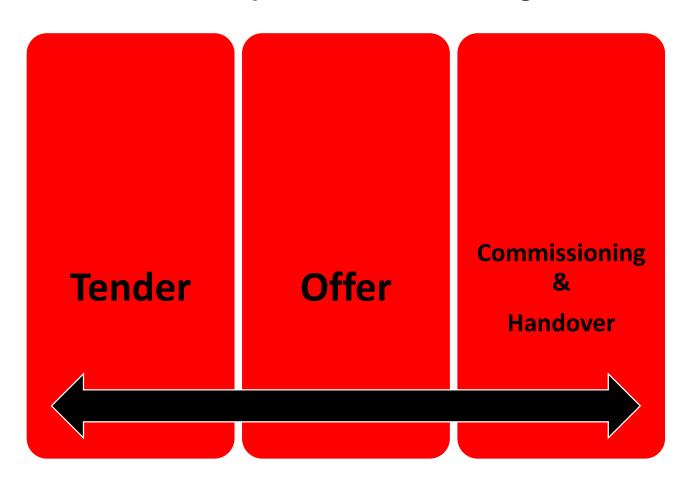




Ideal process:



In order to achieve compliance: Measurable targets is essential







Conclusion:



- Watch and learn from the industry (The process)
- Measurable targets in order to achieve compliance
- Let professionals evaluate the tender material
- Our costumers need way more insourced or inhouse technical knowledge



