

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



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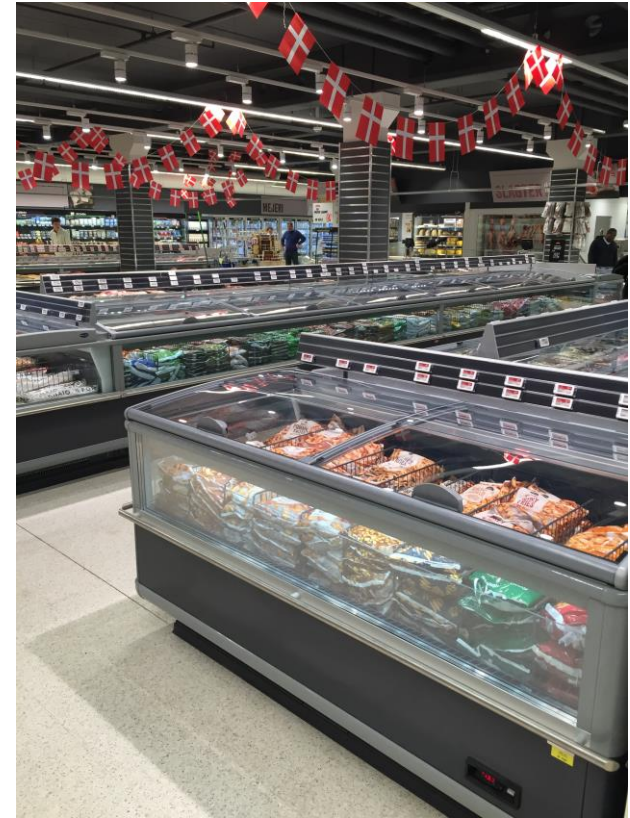
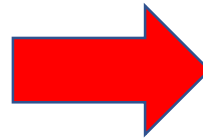
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The essence of installing in the commercial refrigeration sector:

Process



After commissioning & Handover



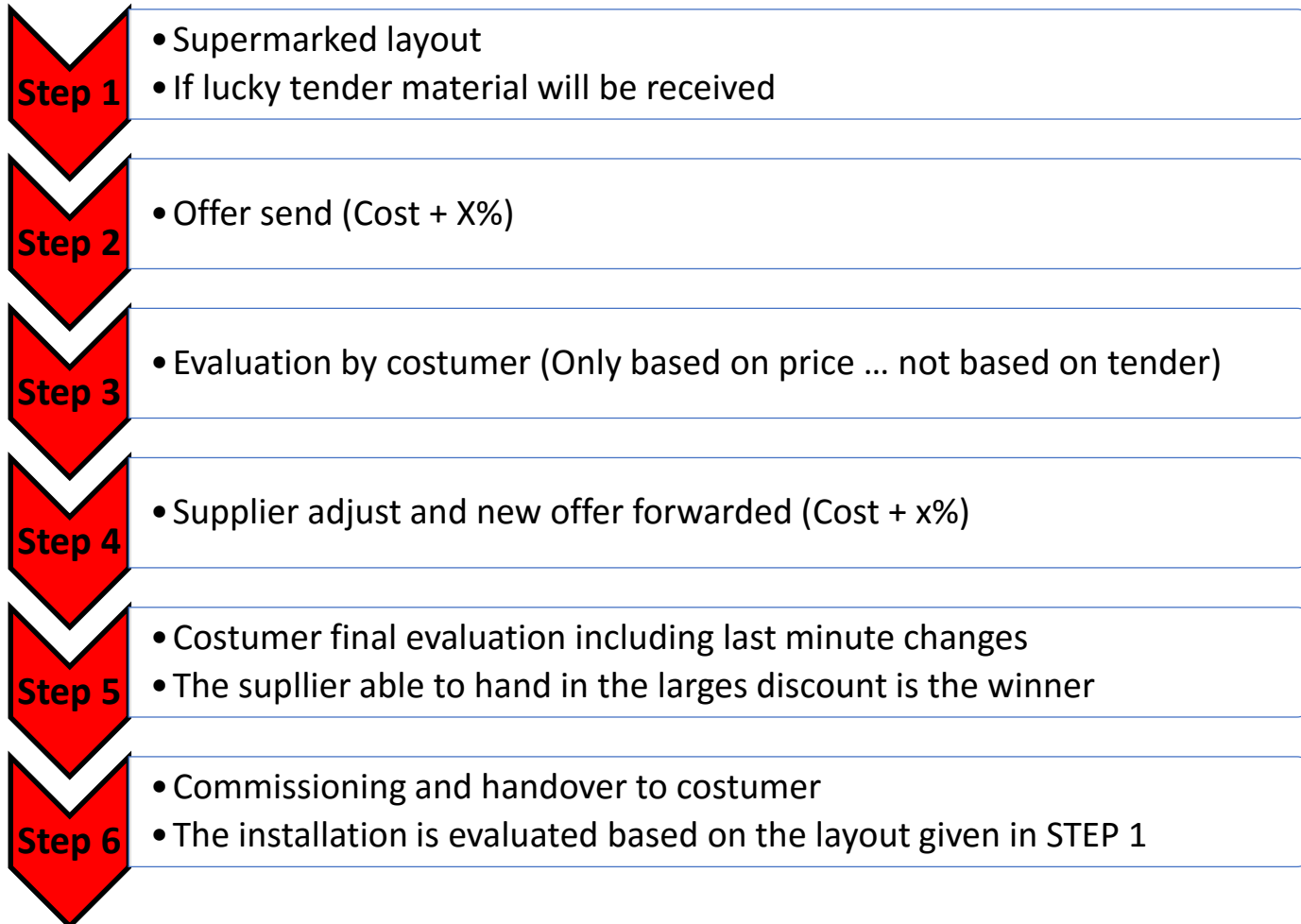
The essence of installing in the commercial refrigeration sector:

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):



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



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