

Press release

Kaba Door Systems announce new structure to further strengthen customer satisfaction and operational excellence.

Leading door manufacturer and supplier Kaba Door Systems have announced changes to their operational structure to further excel in customer satisfaction, to focus expertise and increase efficiency.

From 1st July 2009, Kaba will create two new divisions, After Sales Division and Industrial Doors Division. The After Sales Division located in Ringwood, Hampshire, will focus on all automatic and industrial door repair and maintenance contracts. The new division will coordinate all administration for the already established nationwide network of repair and maintenance engineers and will focus on effective planning, exceptional quality and installation excellence, providing an unsurpassed customer facing service. The changes will take affect starting 1st July 2009 with all regional administration being integrated into the new structure by April 2010. The regional office in Scotland will not be affected by these changes. Engineers will remain localised and will continue to provide a fast response for customers. The already outstanding Kaba out of hour's service will not change and regional depots will hold stock and provide workshop support for reactive emergency materials. The new structure has enabled Kaba to introduce the new role of Field Service Managers who will focus on installation excellence further improving customer service.

The Industrial Door division will see the expansion of the existing Competence Centre Industrial. Located in Alfreton, this division will take responsibility for new industrial door installations, will provide technical support to the After Sales Division when required and ensure a "right first time" service for all customers.

Peter Faerber, Managing Director, Kaba Door Systems Limited said "The creation of our new divisions will enable us to focus our expertise and resources in an efficient and effective way. We continually seek opportunities to further develop our service, striving for operational excellence and a truly customer facing organisation"

Kaba Door Systems has over 80 years international experience in the design manufacture and installation of a leading range of commercial and industrial door systems. With regional centres across the UK, Kaba also offers a nationwide repair and maintenance service and is a member of the Automatic Door Suppliers Association (ADSA), the Door and Hardware Federation (DHF) and is NHS Purchasing and Supply Agency (PASA) approved.