

### ***Enhanced after-sales service***

In response to the findings of a major survey, in which it interviewed customers throughout the world, Denmark-based GEA Niro has significantly enhanced its provision of after-sales service. The survey identified the need for fast response and delivery, local presence, and good technical support. Accordingly the company, part of GEA Process Engineering, has taken the following steps: strengthening service organisations throughout most of Asia; providing service in Australasia and North America; upgrading capabilities in most of Western Europe to include service technicians and workshops, and providing a thorough on-site service programme in Germany. The company has also expanded its local stocks of spare parts in China and North America, Australasia, Japan, France, Netherlands and Denmark.

[www.niro.com](http://www.niro.com)