



We Elevate... Customer Service

Customer satisfaction is paramount at Schindler and all of our service technicians regularly participate in Customer Orientated Behaviour training. This training reviews actual customer feedback and examines how improvements can be made to better understand our customers' needs and improve our levels of service.

Our Existing Installation service delivery is rated as "Great" against industry benchmarks and we constantly outperform other companies across the services (trades) sector.

At Schindler we are united by a shared promise, "an uncompromising commitment to safety, quality, the customer and each other." We are committed to doing it right the first time.

Industry Leading Customer Service Initiatives

- Our customer service training focuses on proactive communication, understanding our customers' needs at each point of the service delivery process and taking ownership of issues through to resolution.
- Schindler has a world class apprenticeship program and the best trained technicians in the industry.
- The reliability of equipment that we maintain is almost double that recommended by the Property Council of Australia.
- The technology available to our technicians and national spares warehousing enables us to fault find faster, meaning less downtime for your equipment.

That's the Schindler difference.

We Elevate



Schindler