

# What makes KONE remarkable?

QUESTION	KONE	CURRENT PROVIDER?
What are your current service provider's maintenance methods?	<i>KONE Maintenance Method</i>	
<i>Are they generic and calendar based, or are they customized to each unit's specific needs?</i>	<i>Each maintenance plan is customized to the unit level and based upon that unit's unique needs.</i>	
<i>Do they take into account each unit's unique characteristics in the development of the unit's maintenance plan?</i>	<i>The unit's make/model, technical equipment characteristics (e.g. control type, drive type, etc.), operating environment, usage and other factors are considered in development of the maintenance plan.</i>	
Is your current service provider able to deliver the required maintenance to your equipment?		
<i>How many units per operative are they currently carrying (total units divided by total service personnel)?</i>	<i>Avg. range 60-70 units</i>	
<i>Does their maintenance program account for all the work required to be performed by their technician on the technician's route?</i>	<i>Yes, KONE maintenance program accounts for all work the technician must perform. This includes all maintenance, callbacks, minor repairs and testing assigned to the technician.</i>	
How experienced is your current provider in supporting and maintaining equipment not originally manufactured by them? What percent of their service base did they not originally manufacture?	<i>Over 50% of equipment we maintain was originally manufactured by another manufacturer.</i>	
Does your service provider have a comprehensive safety program in place which is focused not only on the safety of their technicians, but also the safety of the riding public?	<i>Yes, process control mechanisms and an extensive End User Safety program</i>	
Does your current service provider offer an assessment of your equipment based on current code and one that categorizes the issues (and presents solutions) by Safety, Reliability, Accessibility and Aesthetics?	<i>Yes, KONE Care for Life Asset Management Program</i>	
How are your current service provider's routes planned?		
<i>Is the working capacity of the technician aligned with the work required on his/her route?</i>	<i>Yes, the total work which must be performed on our technicians' routes is equal to or less than the technicians' capacity to perform work (including the impact of vacations and holidays).</i>	
<i>Are the routes optimized geographically based on the geo-position of your equipment?</i>	<i>Yes, KONE uses a MAP program to geographically optimize the assignment of each unit to a maintenance route.</i>	
Does your current service provider dispatch your equipment's service, prioritize calls, and use technician and equipment geo-position to optimize the speed to site?	<i>Yes, KONE employs a sophisticated Dynamic Scheduling algorithm to optimize speed to site and maximize efficiency.</i>	
How does your current service provider confirm the work reported has been completed?		
<i>Do they use GPS information to confirm their technicians were on site as reported?</i>	<i>KONE utilizes a Safety Locator to confirm technician visits and provides e-mail work order completions and a Web-Based Program which allows work confirmation by site personnel.</i>	
<i>What is their policy related to equipment and process audits?</i>	<i>KONE performs audits to ensure that the equipment and processes are in accordance with our maintenance standards.</i>	