



bizhub



PRO-TECH SERVICE AWARD 2011

Document Solutions, LLC

COUNT ON KONICA MINOLTA



THROUGH DEDICATION
TO SERVICE EXCELLENCE,
HAS EARNED THE
PRO-TECH SERVICE AWARD
FOR 2011.



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modern technology...classic service



Service, Support, Satisfaction. Second to None.

This is the Konica Minolta Pro-Tech Promise.

The Pro-Tech Service Award recognizes those Konica Minolta dealers able to demonstrate an exceptional commitment to customer support and satisfaction. It is a symbol of quality. An assurance of professional, reliable service and maximum performance for your Konica Minolta office products.

The Pro-Tech Service standard is difficult to achieve and the evaluation procedure is exhaustive. Every element of the service operation – management skills, inventory control, technical expertise, dispatch systems, customer satisfaction, and more – is scrutinized and measured.

This rigid standard is the very reason this award has become such a powerful symbol of competence and proficiency. To be chosen to become a member of this select group is indeed an honor.

You can count on your Pro-Tech dealer to give you their best effort, every day of the year. And to offer every customer the benefits of...

Professional, customer-oriented service department management and administration



Service response times significantly better than the industry average



Preventive maintenance programs that are on time, every time



Inventory control systems that assure immediate access to replacement parts and components



Comprehensive training programs and performance reviews to maintain the highest level of expertise



Highly skilled technical specialists and service personnel trained on your products

We, the dealer, are committed to your satisfaction and Konica Minolta is committed to assuring high performance standards throughout its organization. Through a nationwide network of dealers, Konica Minolta offers a state-of-the-art product lineup that is unbeatable. Of all the major manufacturers, Konica Minolta was the first to offer a program of this kind and continues to be a leader by setting the highest standards in the industry today.

Finally, the Pro-Tech Award gives you, the customer, a distinctive advantage. You're assured, before the sale, that your Konica Minolta dealer has the skills, the people and the systems to keep your equipment operating at the highest levels of productivity. We think that's an advantage worth considering.



Alan Nielsen
Executive Vice President
Dealer Sales and Administration
Konica Minolta Business Solutions U.S.A., Inc.



Jim Ingrassia
Vice President
Solutions Support Division
Konica Minolta Business Solutions U.S.A., Inc.



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We are proud to have won this very prestigious service excellence award for the fifth straight year.

This is a symbol of dedication, self-improvement, and a burning passion to provide the best service in our industry.

