



GRC Customer Care Team Express

Rockwell Automation

Release# 20180205- Best Practice Sharing

流程梳理，货期缩短，创客户满意度新高 Process Streamline For Quick Delivery To Meet Customer Expectation



- ✓ Streamline the ETO order process & Shorten the material setting lead time for customized product.
根据客户产品梳理下单流程，缩短型号创建周期
- ✓ Goods arrived at China warehouse 15 days in advance compared to this customized product normal lead time. 比该定制型号标准货期提前15天到货

太原重工股份有限公司设立于1998年，是中国重型机械行业第一家上市公司。产品广泛应用于冶金、矿山、能源、交通、海工、航天、化工、铁路、造船、环保等行业，已累计为国家重点建设项目提供了2000余种、近三万台（套）装备，属国家特大型重点骨干企业。太原重工是RA北区重要的OEM客户，也是长期以来DST业务重点客户，前期开发和后期服务都关系到RA在整个行业内的影响力。

Taiyuan Heavy Industry Co.,Ltd. is established in 1998, which is the first listed company in Chinese heavy-duty machinery industry. TYHI's products are widely used in the metallurgical, mining, energy, transportation, offshore, aerospace, chemical, rail, ship building, environmental protection and various other industries. They have already supplied more than 2000 types nearly 30000 sets of equipment to National Key Projects. TYHI is key customer of RA in north area. Also they are key customer of DST for long time. Their pre-development and post service impact the position of RA in the whole industry.

太原重工根据项目要求选定了某700AFE变频器，而分销发现该型号无法正常下单，但货期特别紧急。客服团队紧急联系美国客服，确认产品为非标产品，建议参照ETO流程，但目前并无针对该产品的ETO型号，ETO订单也无法创建。Nancy、Mango组建SPOC小组，协调产品部门及美国相关部门完成ETO型号创建，使销售顺利在系统创建quotation；同时，协调物流团队加快运输及清关流程，最终相比标准货期提前15天到货。并且相比较客户项目其他配套产品厂家，我们的产品是最早送到客户现场的，客户表示非常满意。

One 700AFE drive was selected, but which was not extended to any sales org, distributor could not place order in system. And customer requested to receive the product in time or RA would lose further opportunities. China CC team contacted with US CC team immediately, confirming this was an Proxy order and we should follow ETO process. However, there was no ETO catalog number and ETO order could not be submitted at that time. As a SPOC cc, Nancy coordinated different departments to set up ETO catalog number ,which helped sales to create quotation in system timely. Also, Nancy & Mango coordinated with Logistic team to speed up customs clearance and arrange drop shipment to customer site. Finally we met customer's requirement and goods arrived in China warehouse 15 days in advance compared to normal lead time. Meanwhile, compared with other project vendors, our products are the first one to be sent to the customer site, therefore, customer was very satisfied.

通过各部门共同努力，我们建立了客户对罗克韦尔自动化服务能力的信心。感谢所有相关伙伴的努力，特别致谢MKTG团队的James R. Planinscheck，产品经理 Hank和 Nancy A. Rivard 以及物流团队Mark Chen与Lixia Zhu的大力支持。

Though the cooperation of every departments, we finally meet the needs of customer . Customer has established the confidence in service capabilities of Rockwell. Special thanks to James R. Planinscheck ,Hank Liang , Nancy A. Rivard, Lixia Zhu, for all your extended and after hours efforts – truly a job well done and much appreciated !



"The AFE has arrived the customer's factory, appreciate the support from everyone from BU,CC. especially thanks to Wang Yang, Nancy Feng and all those that help to make this happen. Thank you everyone!" **Voice from sales team**

罗克韦尔自动化产品销售团队说：谢谢BU, CC的大力支持！特别感谢王洋，冯迪，以及其他相关部门同事！

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