

# wirenews

News from Springwire Sweden AB. March 2013.

## Active development work with the customer in focus

Springwire Sweden continues to undergo organisational changes to put continued focus on the customer. The work will now be carried out in a customer and planning centre. The changes will also extend to marketing and production work.

At Springwire Sweden we have created a team that goes by the name of Customer and Planning Centre. The team is made up of three experienced staff who will be putting a greater spotlight on the customer.

The team has responsibility for incoming orders, order processing, order confirmations, production planning and follow-up, and customer deliveries. The team members are Peter Tellin, Tony Andersson and Håkan Engström. Naturally, the team will be helped by other staff in production with their own areas of responsibility. It is important that interaction works smoothly throughout the organisation.

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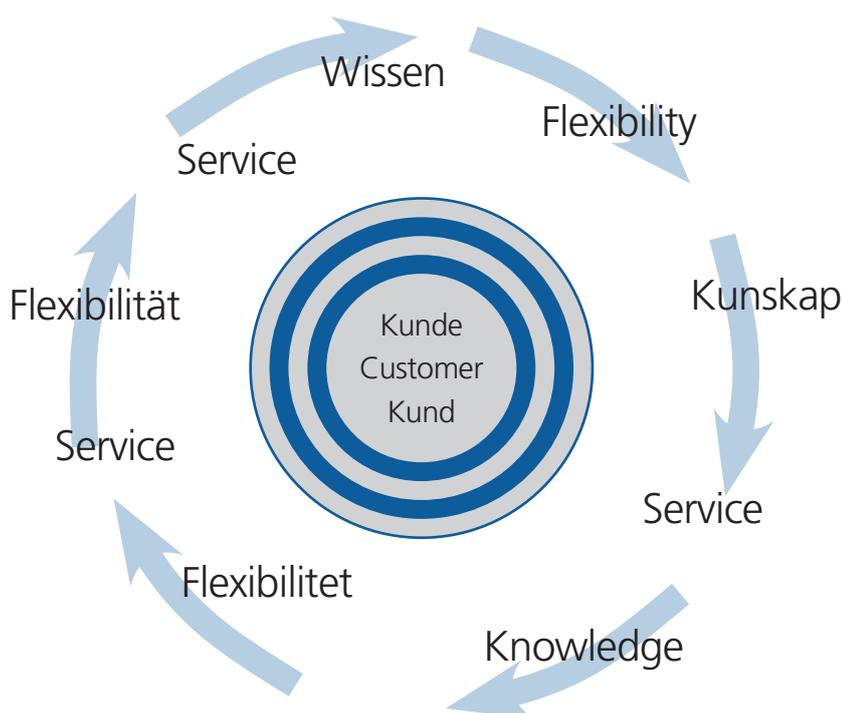
### Continuous improvements

Springwire Sweden AB has progressed in many areas in recent years. Chiefly through quality enhancing investments, the implementation of our current 5S project and systematic improvement work. The work within these projects never ceases, but is always ongoing to later develop towards a complete concept within Lean Production.

This year will see changes within the production organisation and in the office. To further develop customer service and customer support, a customer and planning team has been created. This team is responsible for incoming orders, production planning and the follow-up of customer orders, and will also be the customer's daily liaison.

It will be interesting to follow the progress of this work which aims to give our customers an even better services.

Örjan Lundqvist



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## Clear roles and participation

In production they will work together with shift coordinators who have been active for a while and who have also been given clearer roles. A successful result will depend on all staff pulling in the same direction, taking responsibility for their work and being willing to develop their own workplace.

Product quality is vital for the customer, as it is for Springwire Sweden AB. In order to put further focus on this and provide resources, Tony Andersson will take up the

post of Quality Manager and will be assisted by the Quality Coordinator, previously Tord Schyman. Håkan Engström is responsible for the internal and external environment. This group and its function is placed within production, which was previously led by Patrik Svensén.

Sales and marketing work is divided between Anders Johansson, who is also Sales Manager, and Örjan Lundqvist, also Managing Director and Marketing Manager.

The aim is to put further focus on the customer through flexibility, expertise and service-mindedness.

## Welcome Jonas Nilsson



Jonas Nilsson

## New Chief Accountant

In April 2012, Jonas Nilsson became new Chief Accountant at Springwire Sweden. Jonas is 45 and lives in Stjärpet, Filipstad. Jonas comes from a similar position in Hagfors municipality, but also has previous experience as chief accountant in the steel industry. Jonas spends his spare time with his family, fishing and renovating his house. Despite having been here some time we would still like to take the opportunity to welcome Jonas to Springwire.



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