



Service Partner Report

Radio Ondas

Agenda

1. Survey information

2. Results

3. Contact

1. Survey information

- Measurement of satisfaction with a service of INTERSCHALT maritime systems GmbH
- Survey has been sent to customers via e-mail as a text message within 24 hrs after the service had been performed

Survey Data	
Survey period:	May - January
Invitations:	52
Participations:	31
Response Rate:	60%

Agenda

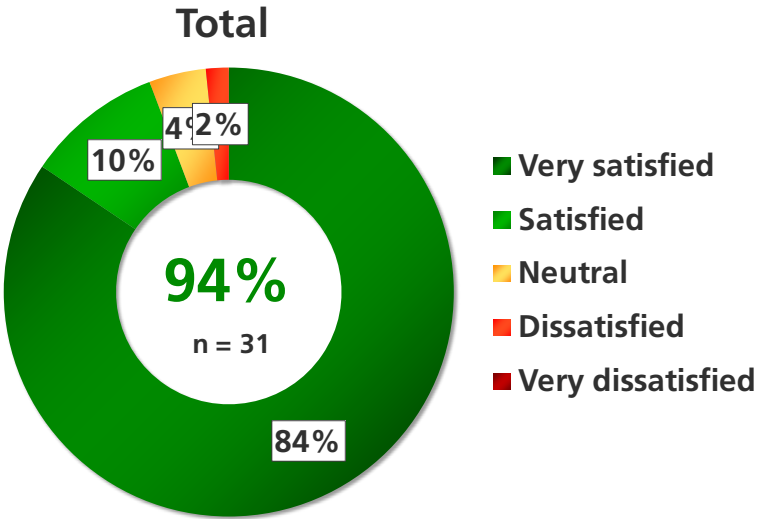
1. Survey information

2. Results

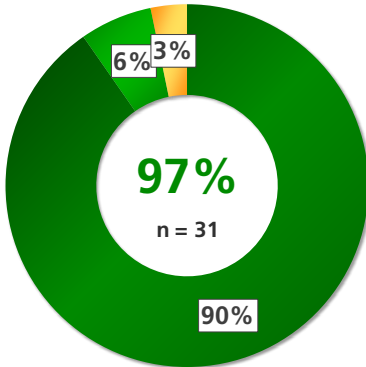
3. Contact

2.1 Total

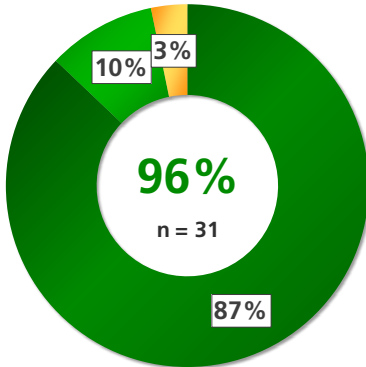
Results total



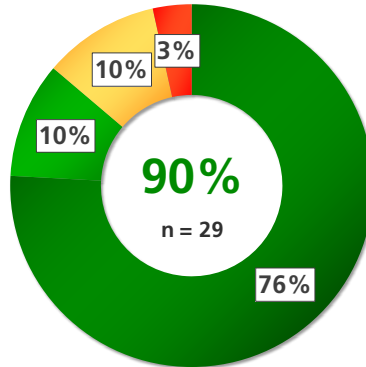
Appearance of Service Engineer



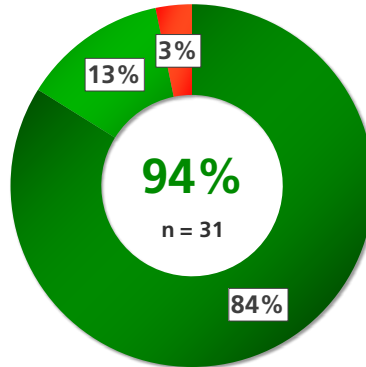
In time / on schedule



Failure solved / Service successful



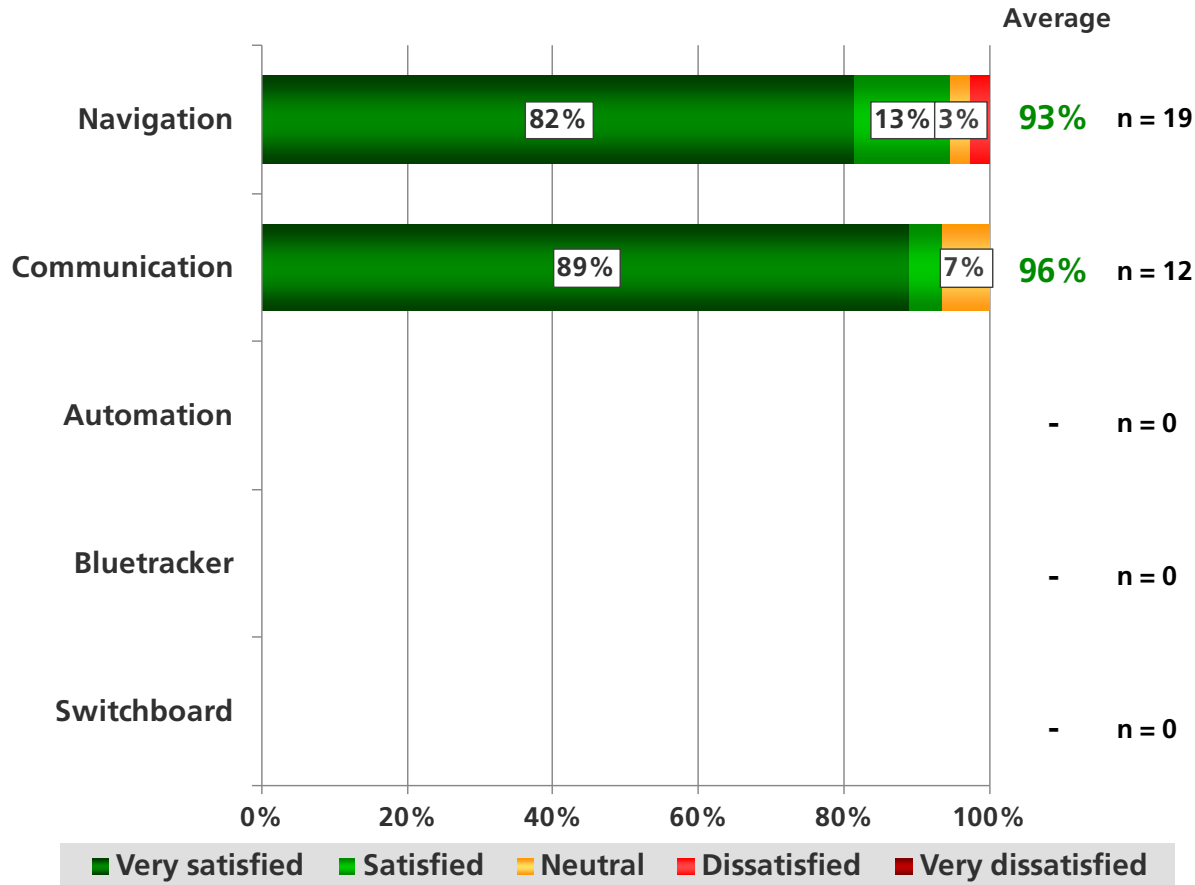
Satisfied with Service



Average: **green**: satisfaction high (>74%), **yellow**: satisfaction ok (60-74%), **red**: satisfaction low (<60%)

2.2 Equipments

Overview - Results Equipments

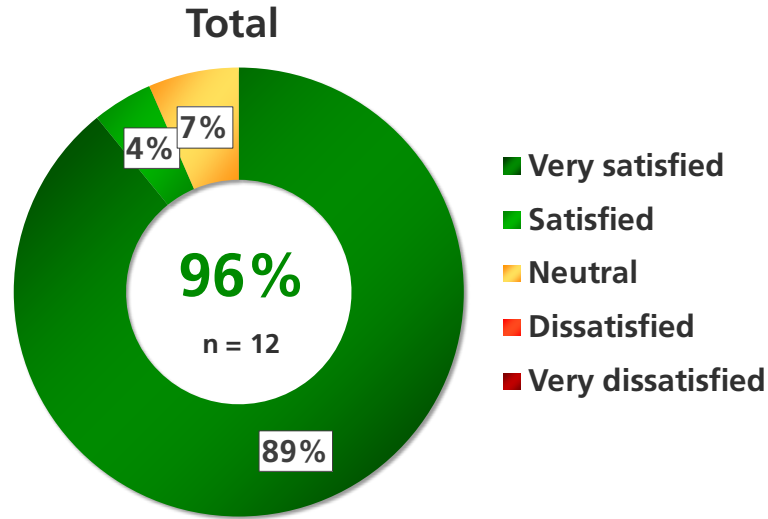


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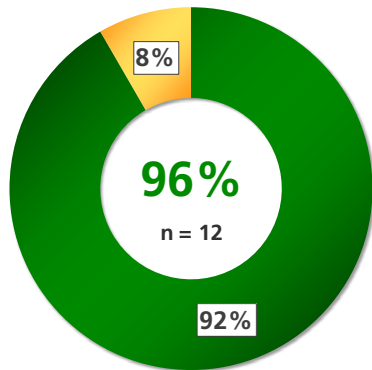
2.2 Equipments

Results Equipments

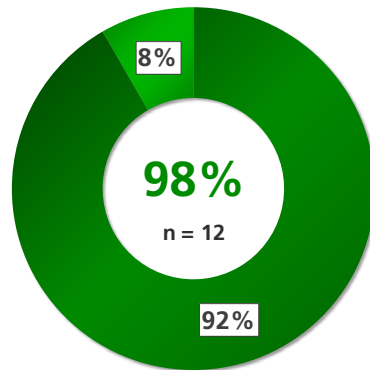
Communication



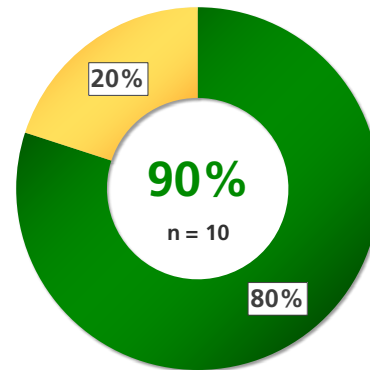
Appearance of Service Engineer



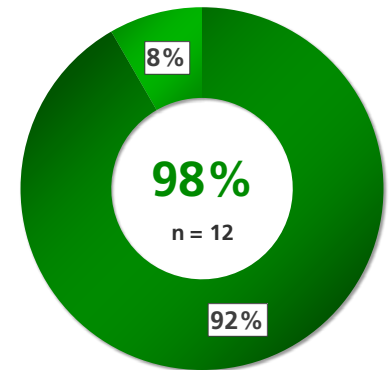
In time / on schedule



Failure solved / Service successful



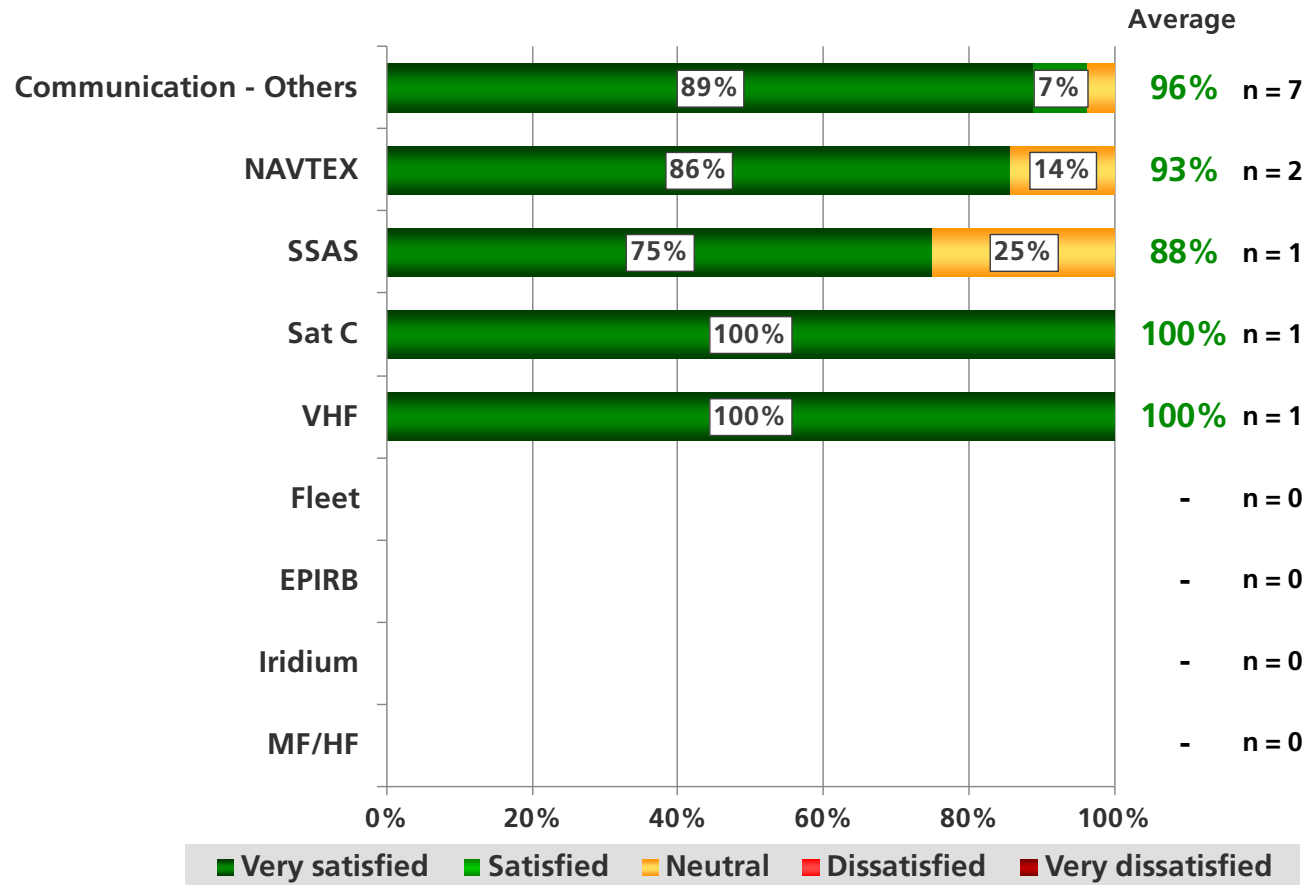
Satisfied with Service



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2.2 Equipments

Overview - Results Equipments - Communication

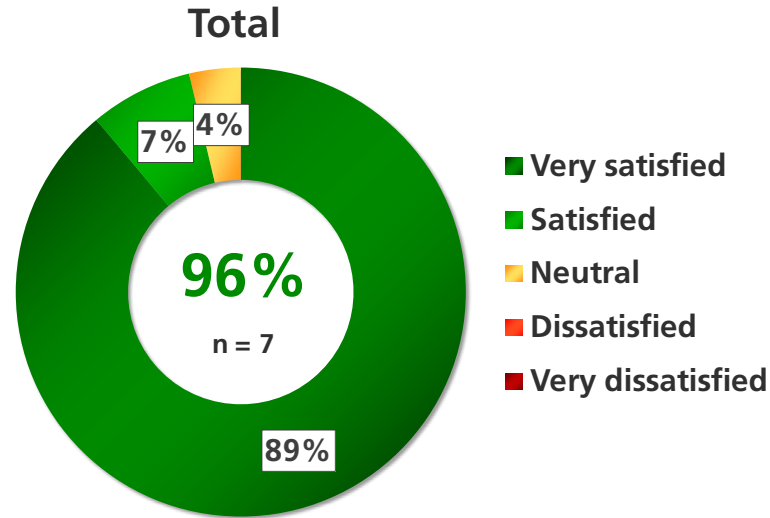


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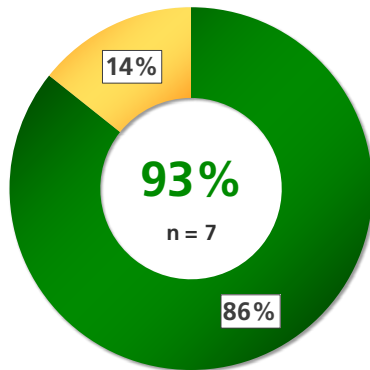
2.2 Equipments

Results Equipments

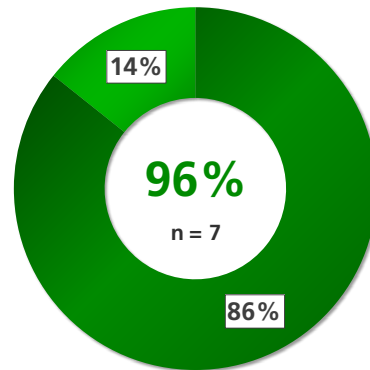
Communication / Others



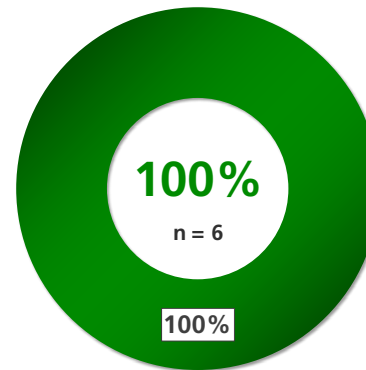
Appearance of Service Engineer



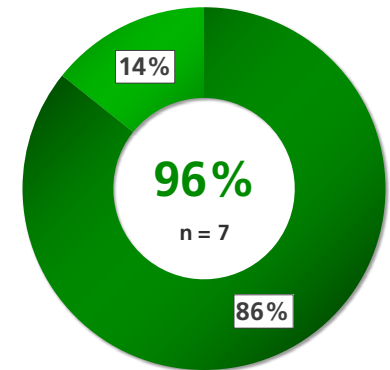
In time / on schedule



Failure solved / Service successful



Satisfied with Service

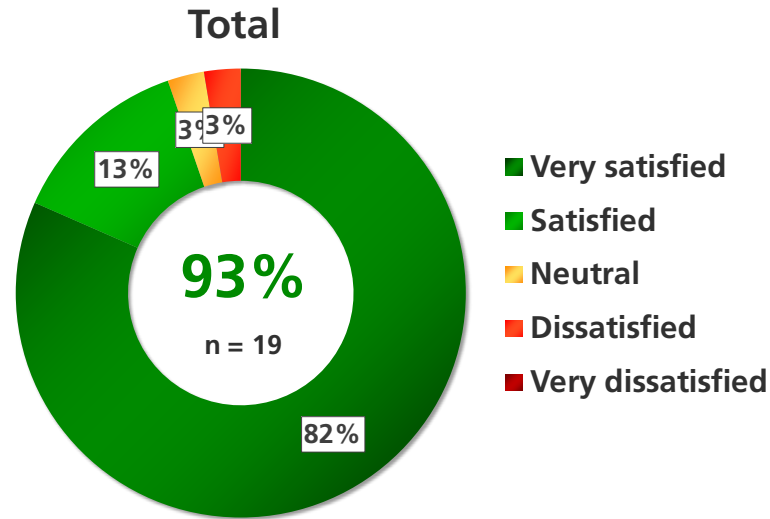


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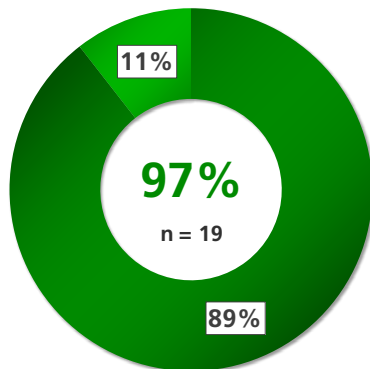
2.2 Equipments

Results Equipments

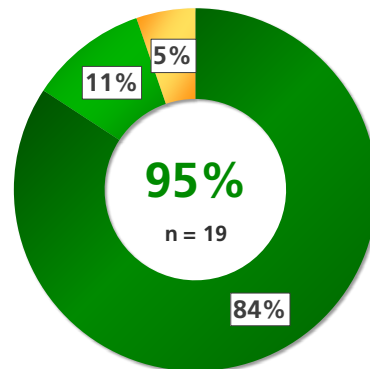
Navigation



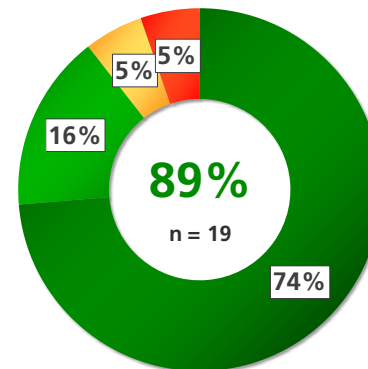
Appearance of Service Engineer



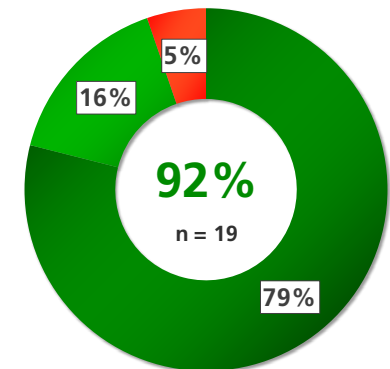
In time / on schedule



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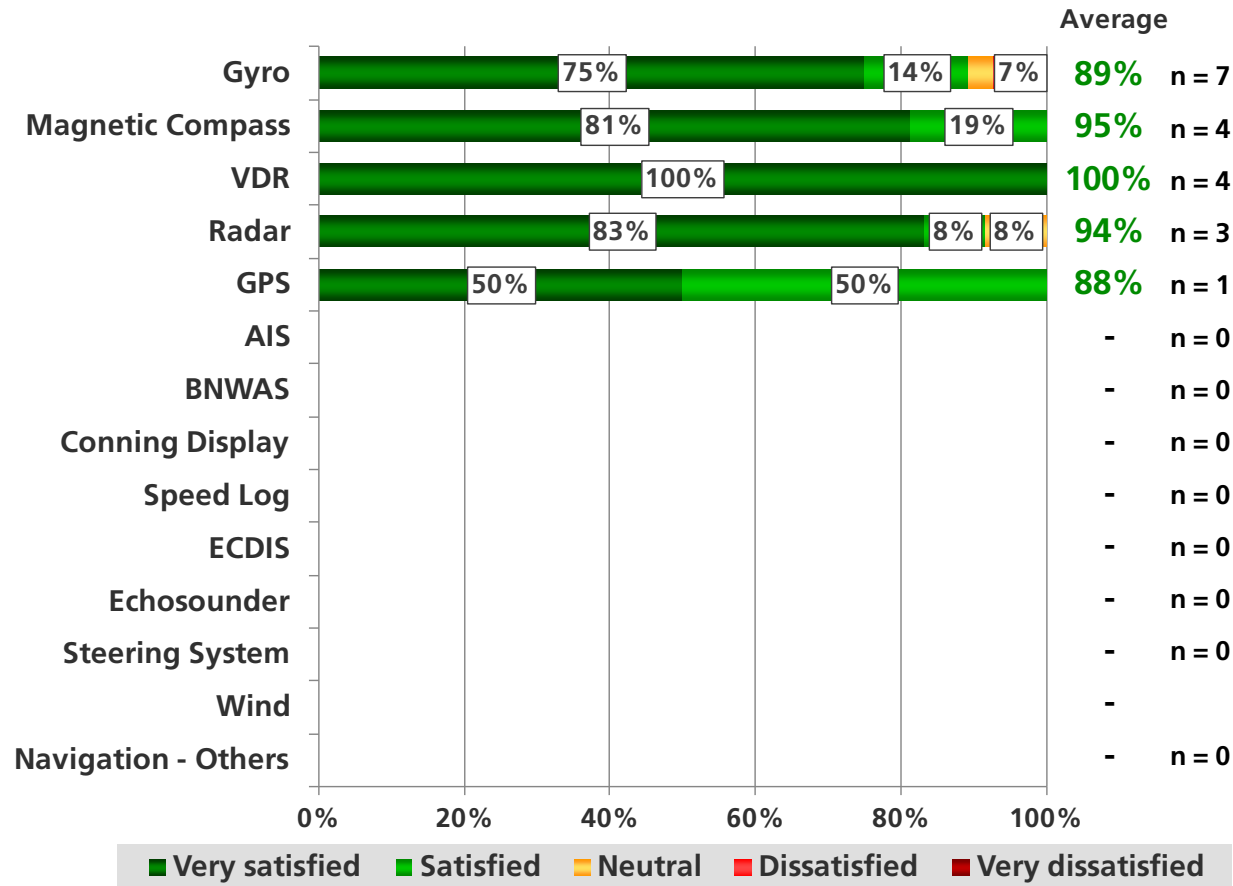
Satisfied with Service



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2.2 Equipments

Overview - Results Equipments - Navigation

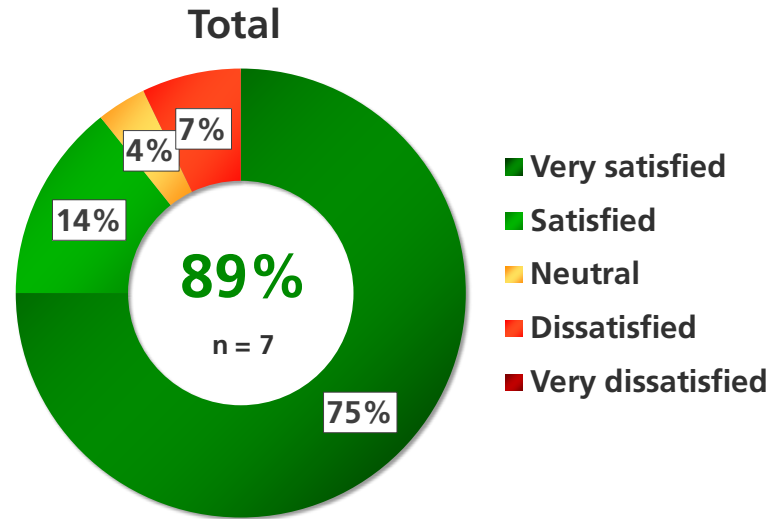


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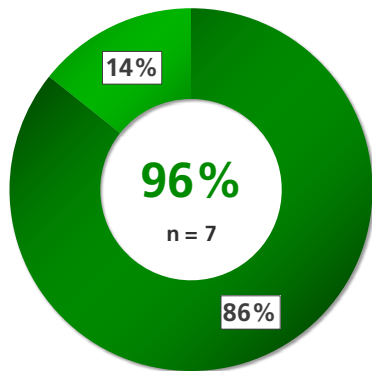
2.2 Equipments

Results Equipments

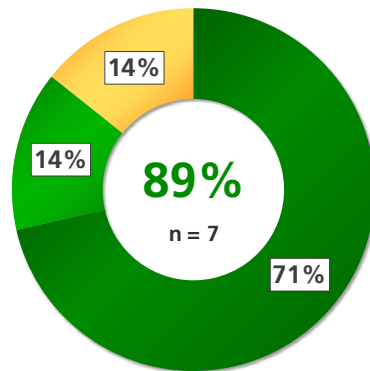
Navigation / GYRO



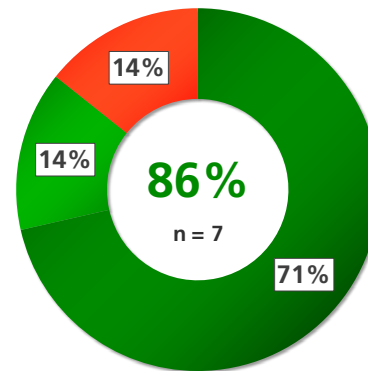
Appearance of Service Engineer



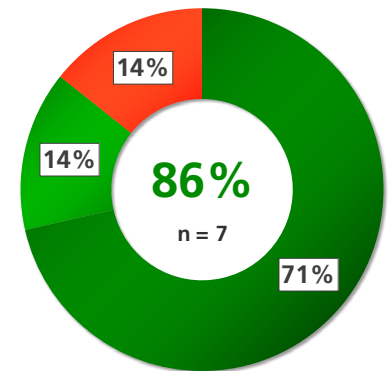
In time / on schedule



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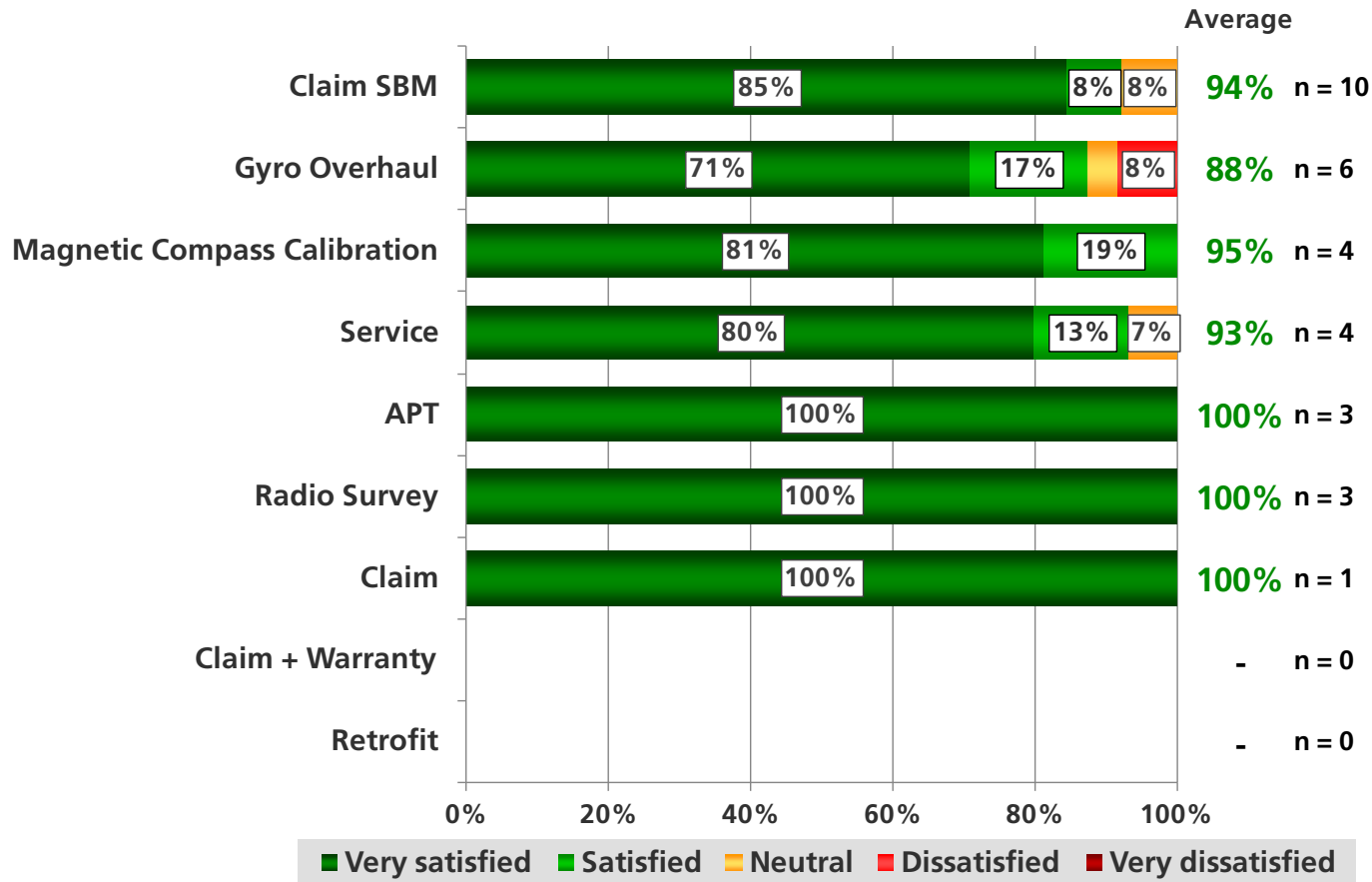
Satisfied with Service



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2.2 Equipments

Overview - Results Service Types

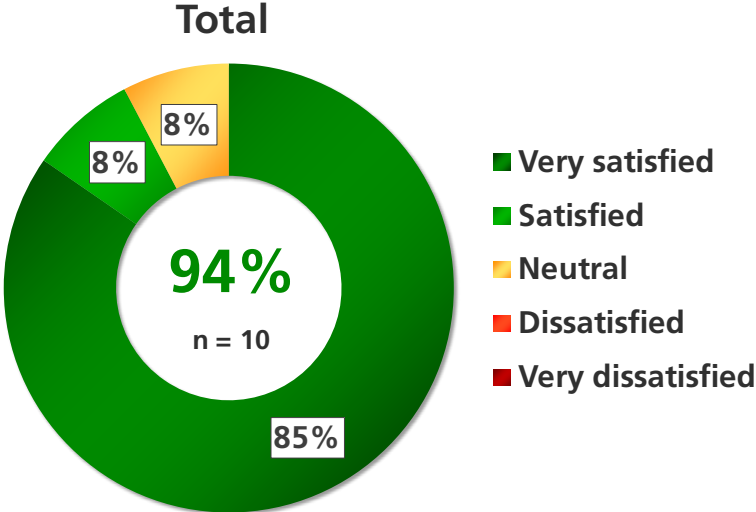


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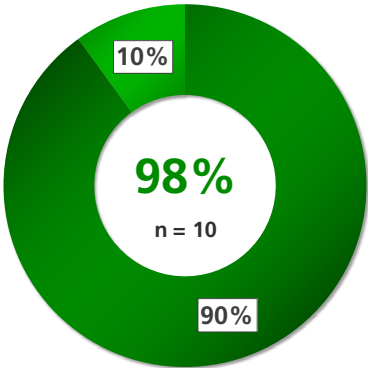
2.2 Equipments

Results Service Types

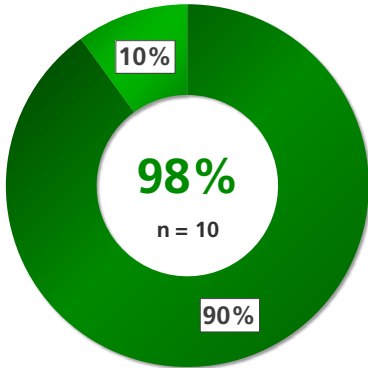
Claim SBM



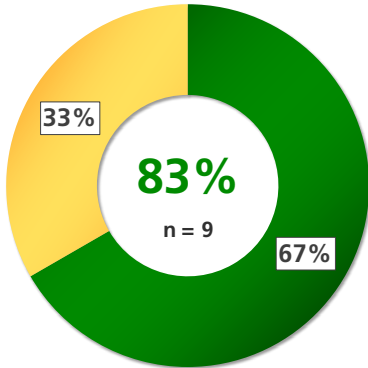
Appearance of Service Engineer



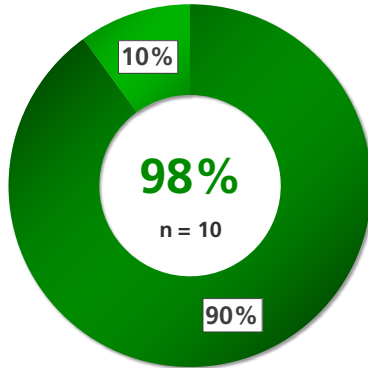
In time / on schedule



Failure solved / Service successful



Satisfied with Service

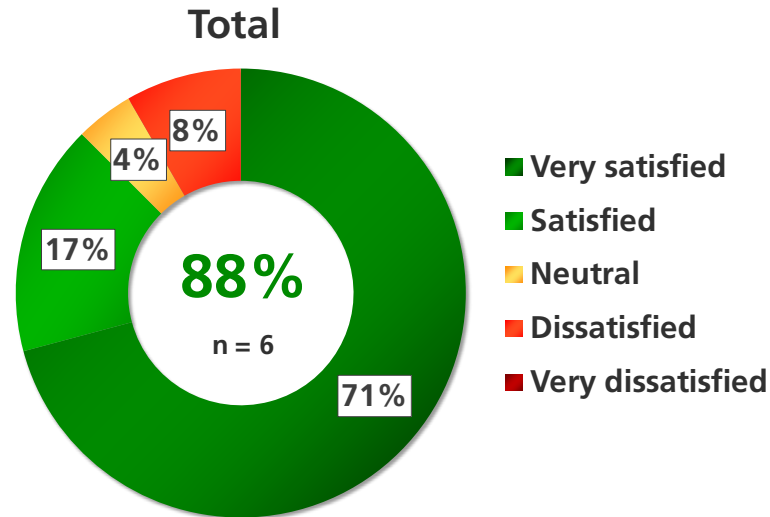


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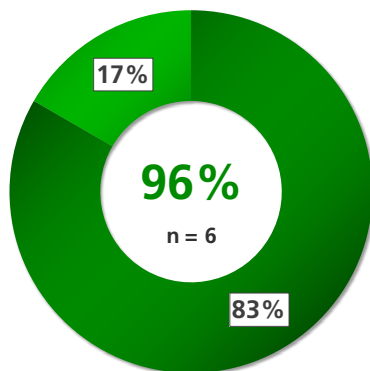
2.2 Equipments

Results Service Types

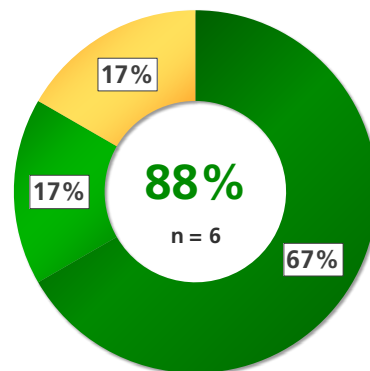
Gyro Overhaul



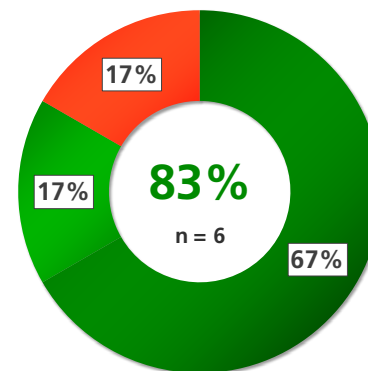
Appearance of Service Engineer



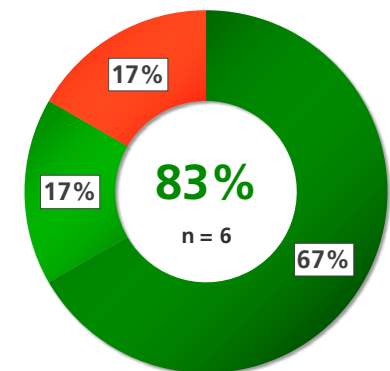
In time / on schedule



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Satisfied with Service



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2.3 Remarks

Service ID	Service Date	Component Path	Remarks
75089	10.05.2016	Communication	Many thanks for your assistance.
75815	21.06.2016	Communication / Navtex / SAM NAVTEX Receiver DEBEG 2902 / Printer Unit DPU-414 (Standalone)	I highly appreciate for your kind support always.
75452	01.07.2016	Communication	nil
75678	03.08.2016	Navigation / Radar / S-Band Radar / SAM RADAR CHARTRADAR 1100 / Magnetron M1302L	Magnetron was exchanged but the problem of the X-Band radar was not solved - Performance test still not successfull. A follow-up service must be arranged with Owners approval.

2.3 Remarks

Service ID	Service Date	Component Path	Remarks
75682	03.08.2016	Navigation / GYRO / ANSCHUETZ GYRO STD 22	Very satisfied with the service performed.
75678	03.08.2016	Navigation / Radar / S-Band Radar / SAM RADAR CHARTRADAR 1100 / Magnetron M1302L	Service for S-band Radar successful.
76751	15.08.2016	Navigation / GYRO / SPERRY GYRO #2 NAVIGAT X Mk1	("compass" error on S band radar reported to the technician prior his disembarkation - presently S band radar used without gyro heading)(follow up service required)
76713	16.08.2016	Navigation / Magnetic Compass / SPERRY JUPITER MAGNETIC COMPASS	(2-3 degrees difference remains from compass reading and digital repeater)

2.3 Remarks

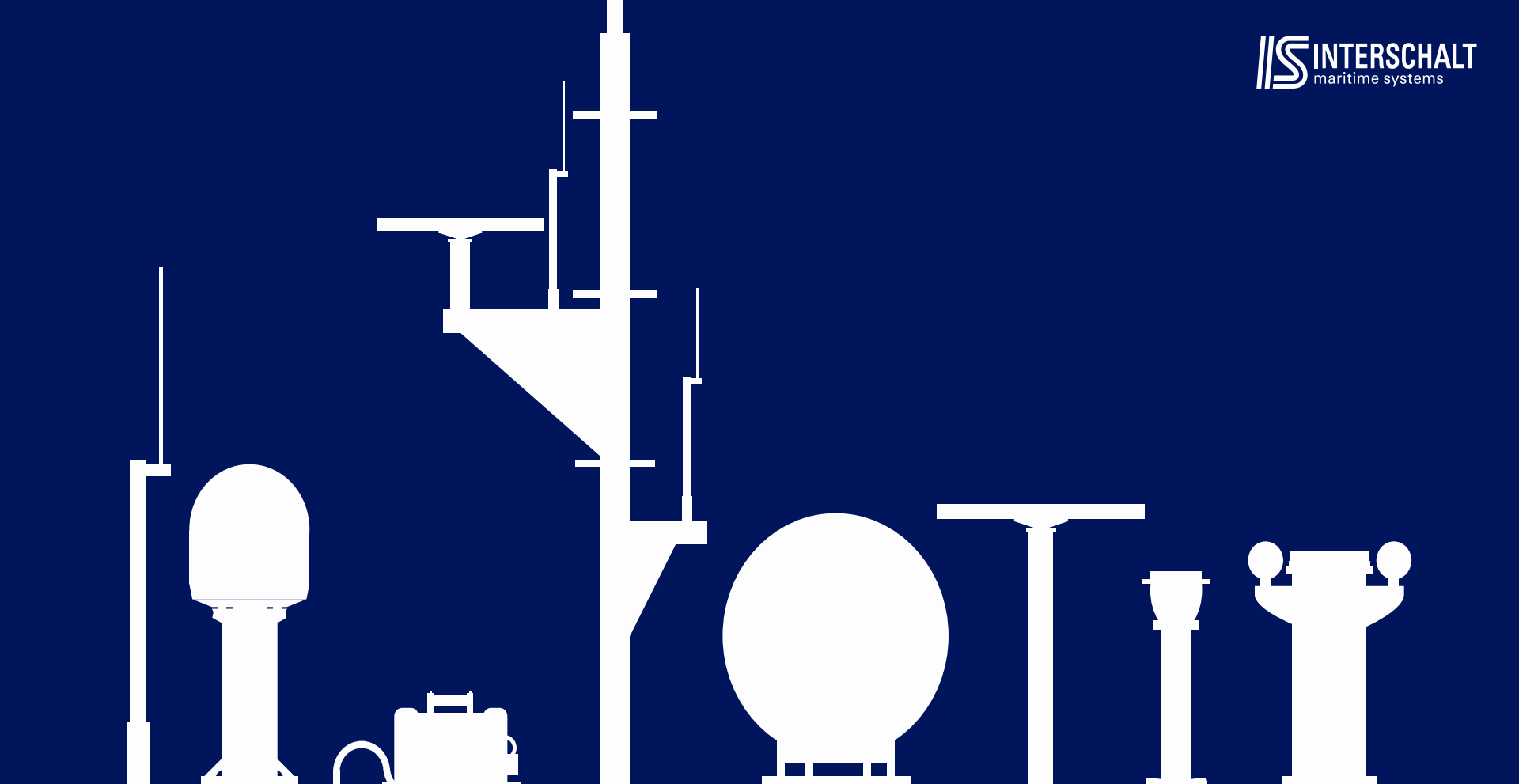
Service ID	Service Date	Component Path	Remarks
77145	27.08.2016	Communication / Navtex	spare parts not available
77195	16.09.2016	Navigation / Magnetic Compass / CASSENS & PLATH MAGNETIC COMPASS TYPE 11	The balls of magnetic compass are max distance and possible to make better correction if balls are bigger or more distance from compass.
77028	14.10.2016	Navigation / GYRO / SPERRY GYRO NAVIGAT X Mk1 Mod 10/3	Service done with v. good result. Cap Mihail Popescu

Agenda

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2. Results

3. Contact



Thank you
for cooperation

NavCom Service
We keep the vessels
running

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