

Localized Service in a Global Way – Opportunity for Competence Management

Päivi Tenhunen, 27th April 2010



- KONE in brief
- Service Operations
- People Focus



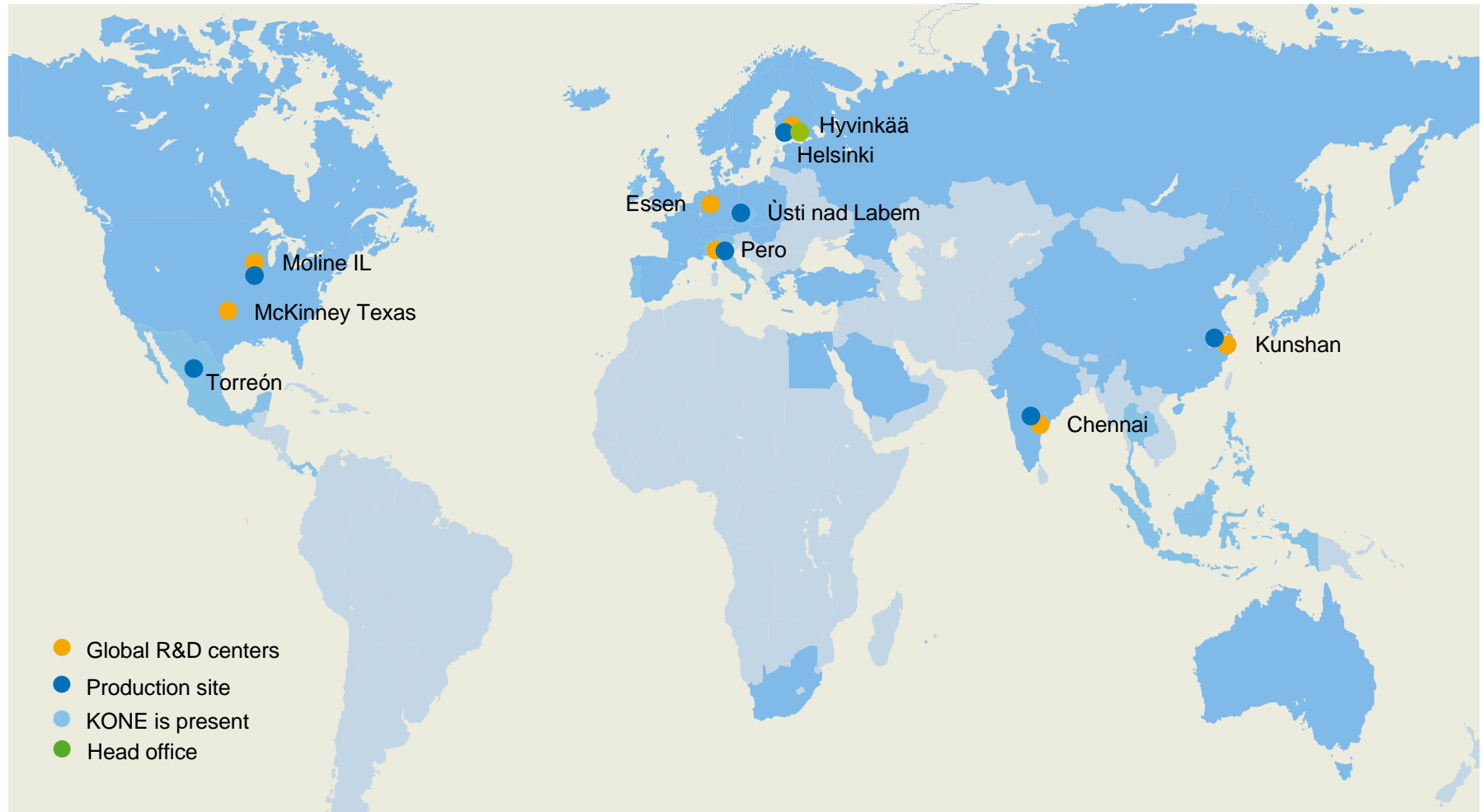
KONE 100 YEARS

KONE in brief



- Provides
 - industry-leading elevators, escalators and automatic building doors
 - innovative solutions for maintenance and modernization
- One of the leading companies in its industry
- Founded in Finland in 1910
- Annual sales of 60,000 new elevators and escalators
- 700,000 elevators and escalators under maintenance contract, 360,000 automatic doors
- Sales 4,744 MEUR, Operating income 600 MEUR / 2009
- 34,000 employees in around 50 countries

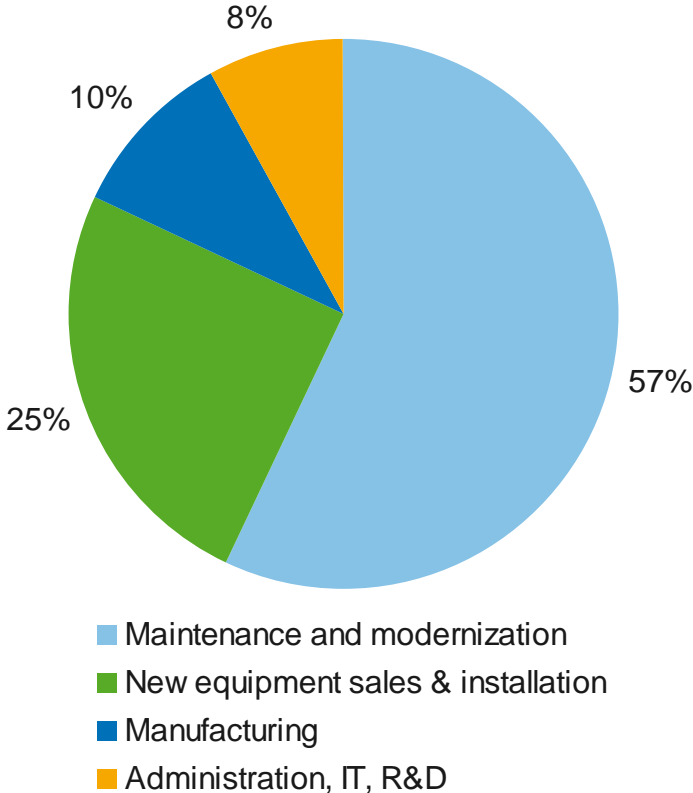
1000 locations worldwide



Over half of KONE's employees are in the field everyday



Employees by job category, %



Megatrends driving KONE's growth



Urbanization

Increasing importance of safety

Changing demographics

Providing People Flow experiences



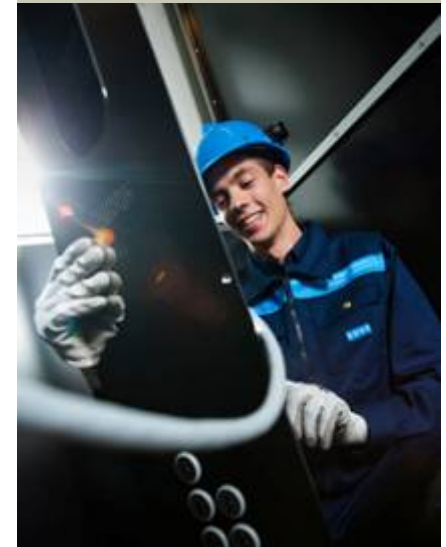
Taking eco-efficiency to new heights



Ensuring safety and accessibility



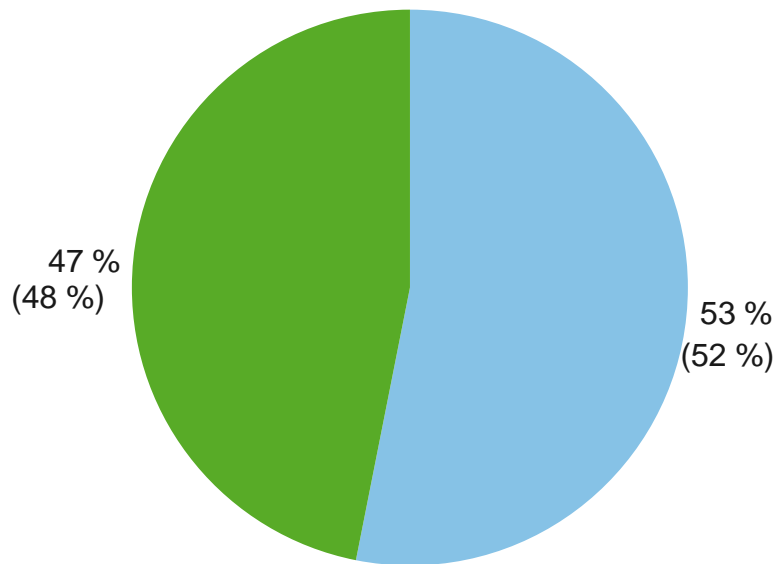
Life cycle support through solutions



2009: The service business continued to develop well. Quality and productivity improvement was very positive also in the new equipment business

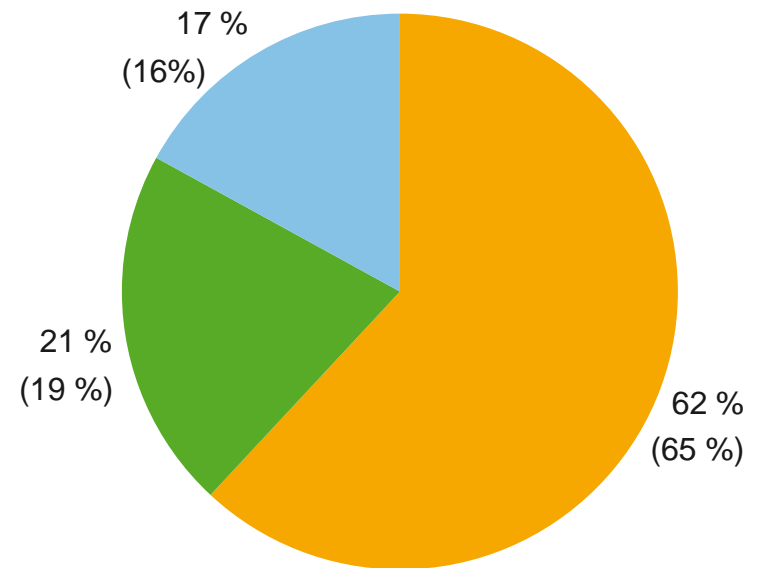


Sales by business



■ Service ■ New equipment

Sales by market



■ EMEA ■ Americas ■ Asia-Pacific

2008 figures in brackets



KONE Service Operations

KONE takes care of the full life cycle of the equipment

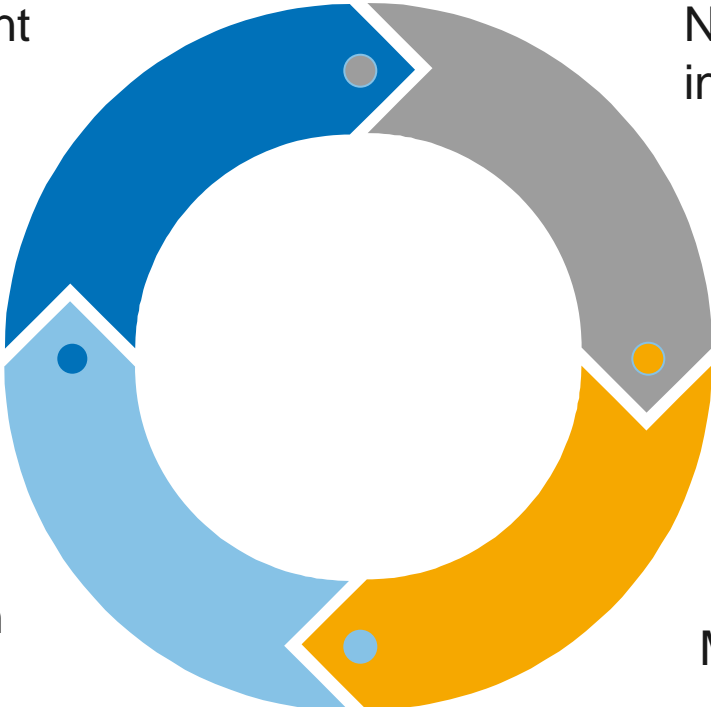


Full replacement

New equipment installation

Modernization

Maintenance



KONE maintenance and modernization



- KONE has approximately 700,000 elevators and escalators and 360,000 automatic doors in its maintenance base
- KONE offers flexible KONE Care™ maintenance services for elevators, escalators and doors
- KONE Service Technicians enable safe, comfortable and uninterrupted People Flow in buildings, every day
- KONE's modernization solutions range from small upgrades to full replacement, improving the equipment's safety, accessibility, performance, aesthetic appeal and eco-efficiency

KONE modernization solutions



- KONE's modernization solutions range from small upgrades to the full replacement of the elevators, escalators and doors
- KONE modernization solutions improve the equipment's safety, accessibility, performance, aesthetic appeal and eco-efficiency
- KONE elevator modernization can increase the eco-efficiency of an elevator by 70%
- The KONE Care for Life™ is a unique service that analyses thoroughly the condition of an elevator or escalator
 - The service helps to plan what, when and how to modernize



- Daily contacts with the Customers
- Local operations but according to global processes, methods and tools
- Service quality is equal in Tampere, Chicago and Taipei
- How to do it?

No tricks but systematic hard work required



- Knowledge of the equipment
- Knowledge of people's competences
 - HR view
 - Technical view
- Training for
 - Technical matters
 - Meeting with the Customer
 - Processes and methods
 - Leadership
- Enabling access to the information
- Optimise the use of resources, right knowledge in the right place



Dedicated to People Flow™

