Helping customers achieve their goals
Use fact finding and Q.L.S. to better understand customer needs

Compliance

Emergencies
Procedures for dealing with these include, time to recover?

Mandatory Compliance
Changes or needs (regulations or policies)?

Reporting
What could be better?

Investment

Budget utilisation
Immediate needs and wants?

Energy
Consumption, monitoring, cost savings

Expansion
Capacity, process, sites, outsourcing plans

Likes or dislikes
Likes to have (or not to have)?

Operator Training
Intelligent Wearables, access to knowledge when needed. Access to video.
Expert on call guided instruction.
Better faster training.
Training simulations, faults, safe experimenting.

Strategy
Customer's objectives and goals?

Risk Management

Risks
Known and unknown.

Safety
ISO45001, Training, PPE,
Site Safety Plans, Risk Assessments,
Observations, Incident Reporting.

Security
Cyber; internal, external and physical threats?

Protection
Customer's process, software, people.

Technology

Alarms
Benchmarking and improvements needed.

Data management
Tools tor converting data to useful information.

Digital transformation
Plans and needs for better intelligence.

Disaster recovery
Software backups, Critical parts management.
Remote System Administration, Security Scan,
Environmental monitoring

Performance
Plant, people, processes, supply chain?

Planned /unplanned down-time
What's expected and what's not?

Preventative predictive
Needs and risk assessments?

Reliability
- Connected Services
- Planned /unplanned down-time
- Preventative Maintenance Strategy

Sustainability
Phased or phasing out (support challenges)?

System
Obsolescence. Hardware refresh. Software upgrades.

Under-utilisation
Assets and people?

What problems does your customer have?

- That they know about?
- That they don't know about?

What does your customer want to achieve?

1. How can we help them grow?
2. How can we help them improve?
3. What's most important to them?

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