



Worldwide customer survey

"By what percentage your machine performance improved by regular maintenance?"

The worldwide customer survey showed the average of all responses given a 50 percent performance improvement thanks to the maintenance by the service of Heidelberg.

| Position | Performance improvement in % thanks to maintenance | Country |
|---------------------------|----------------------------------------------------|----------------|
| o Managing Director/Owner | 30 | Egypt |
| Others | 60 | Barabdos |
| Operator | | Belgien |
| o Factory or Production | 80 | Belgien |
| Manager/Director | | |
| Operator | | Ghana |
| o Managing Director/Owner | 25 | HAN |
| Operator | 90 | Austria |
| Others | 60 | Czech Republic |
| o Factory or Production | 60 | Austria |
| Manager/Director | | |
| Others | 40 | Austria |
| Others | 65 | Czech Republic |
| o Managing Director/Owner | 90 | Sw itzerland |
| Others | | Sw itzerland |
| Operator | 90 | Sw itzerland |
| Operator | 90 | Sw itzerland |
| Operator | 50 | Sw itzerland |
| o Managing Director/Owner | 90 | Sw itzerland |
| o Managing Director/Owner | | Sw itzerland |
| o Factory or Production | 33 | Germany |
| Manager/Director | | |
| Operator | 35 | Germany |
| o Factory or Production | 70 | Germany |
| Manager/Director | | |
| Others | 35 | Germany |
| o Managing Director/Owner | 5 | Germany |
| o Managing Director/Owner | 70 | Germany |
| o Managing Director/Owner | 10 | India |
| o Managing Director/Owner | 20 | India |
| o Factory or Production | 10 | Mexico |
| Manager/Director | | |
| o Managing Director/Owner | 80 | Netherlands |
| Operator | 60 | Netherlands |
| Others | 50 | Netherlands |
| o Managing Director/Owner | 50 | HSG |
| o Managing Director/Owner | 100 | Luxembourg |