



Enriching Lives



Customer Service and Spares
Service with Passion

KIRLOSKAR BROTHERS LIMITED



YAMUNA - Global Headquarters, Pune

Business of Kirloskar Brothers Limited

Kirloskar Brothers Limited (KBL), is India's leading global fluid management solutions provider and the largest manufacturer and exporter of centrifugal pumps and valves from India. KBL is the flagship company of the \$2.5 billion Kirloskar Group.

Having ISO 9001, 14001 and OHSAS 18001 certifications, KBL's core strength lies in its skilled engineering manpower, technological strength in design and application engineering and state-of-the-art manufacturing facilities at Kirloskarvadi, Kondhapuri, Karad, Shirwal, Dewas, Coimbtore and Ahmedabad.

Business Verticals



CSS

Customer Service and Spares

KBL is acclaimed for its unparalleled product range, serving as a lifeline to many domestic, agricultural and industrial segments and attaining high level of customer's satisfaction by supporting these products with unmatched service.

This support is extended through our dedicated Customer Service and Spares division (CSS), which is committed to provide the highest standards of service to our Domestic and International customers by:

- Offering prompt and reliable services in best turnaround time
- Genuine spare parts for entire range of products
- Efficient and high class quality yet cost-effective service
- 24x7 service

We undertake queries related to the following type of equipments:

- Pumps • HYPN Systems • Valves • Electrical Control Panels
- Electric Motors Mechanical • FM/UL approved engine sets

After-Sales-Service

Our motto is "Service has no boundaries". We cater to all KBL business verticals, so be it anywhere and at any corner of the country, we support our customers for on-site installation of pumps to ensure proper operation and provide on time and reliable maintenance thereafter. We also provide training in spares planning, services and training on KBL products for uninterrupted business operations even in breakdown situations. We guarantee the best from us by :

- Warranty and Out of Warranty Services
- Annual Maintenance and Overhauling Contracts
- Erection, Commissioning, Operation and Maintenance Services
- Retrofitting and Refurbishment of Centrifugal Pumps

CSS In-house Strength

- Dedicated in-house team of expertise in services and spares
- Specially trained and equipped with updated technical knowledge to cater to customers' needs
- Comprehensive set of services, to suit the requirements of varied customer categories
- Use of latest equipments to provide the world-class service

82

Service & Spares
Dealers

432

Authorised
Service Centers

100

Expert Managers
and Engineers



Genuine Parts for Genuine Peace of Mind

KBL's commitment of excellence to their customers also lies in guaranteed genuine spare parts. The benefits of these are immense and assure seamless performance since:

- Manufactured in exact material specification and machined to match the tolerances and finishing as originally supplied parts
- Ensure longer pump life and also enhance energy efficiency
- Quicker deliveries of spares assured and reduced downtime, due to the extensive dealer network, good stocking positions, sophisticated stock tracking and replenishment systems
- KBL guarantees fitment without any change in parent MOC. In case the MOC requires change to suit a particular application, KBL engineer can do it competently
- Instant tracking of stocks through a unique identification number of the part through SAP system, that links the entire network irrespective of MOC

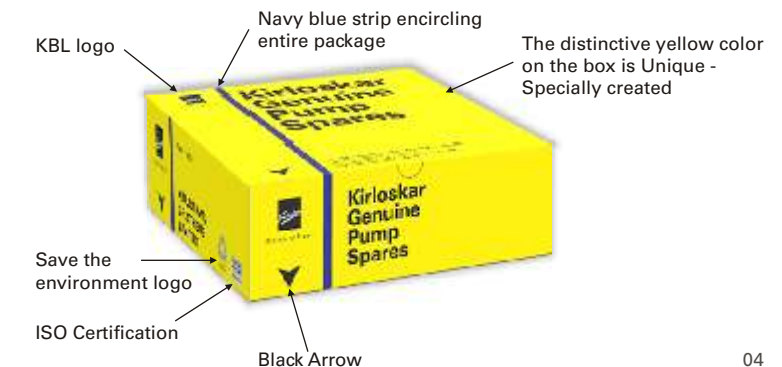


Recognising Genuine KBL Spares

KBL has taken several measures to safeguard its spares from counterfeit and differentiate the packaging to protect the customers from duplicate parts.

Some of the unique characteristics of KBL genuine spares packaging are:

Unique KBL hologram



For any spares information and enquiries, please write to us at : spares@kbl.co.in



Warehouse facility at Kirloskarwadi for small & medium industrial range pumps



World-class Kardex storage system

Dedicated Warehouse Facility

As a part of our commitment, we try to improve the response time enabling quicker deliveries of spare parts to our customers. This has been brought into action through the world-class warehouse at Kirloskarwadi for small and medium industrial range pumps.

More than 5,000 moving parts are stocked here and for breakdown orders, delivery of parts are made within a week.

The robust SAP based inventory management system ensures timely stock replenishment. The state-of-the-art Kardex material storage and instant retrieval system for spare parts, is a dynamic system with self-adjusting shelves and automated storage facility. It aims at saving of time and space and has the capacity to store 25 tons of material, leading to increased productivity, product security and overall efficiency.

Kirloskar Refurbishment Centers

KBL has acquired an unrivaled reputation in the field of pump repair and refurbishment. To bring comprehensive service facilities and spare parts closer to customers, a pioneering initiative has been taken for the first time in the country through Kirloskar Refurbishment Centres (KRCs).

Through the nearest KRC, customers are able to get their small and medium industrial pumps serviced or repaired, without sending it to the factory, which generally is a tedious and time taking process - leading to loss of valuable production time. KRC has transformed the corrective maintenance and repairs of pumps into a speedy and convenient process.

KRCs are ready to take off and mark their significant presence at key industrial areas across the country. With state-of-the-art refurbishment centers and dedicated & trained team of KBL, we have KRCs at Surat, Delhi, Jamshedpur and Baroda, with plans at various other locations soon.

KRCs array of services include:

- AMC
- Assembling and dismantling
- Overhauling of pumps
- Corrocoating
- Hydro-testing
- Pump testing
- Shot blasting
- Impeller balancing





You come first, Mr. Customer!

To establish stronger and long-term relationships with our customers and to enhance the quality of service, we have launched Mr. Customer initiative. Under this programme, each customer would be assigned a dedicated CSS Sales and Service Engineer.

This Service Engineer would become single point of contact to cater to all requirements of service and spares, enquiries and complaints. This ensures the customer service just in one phone call ! The performance of the contact engineer and customer's feedback is surveyed by KBL and accordingly, Mr. Customer activity is linked to engineers' quarter-wise KRA's every year.

Knowledge Corner

- Troubleshooting :
<http://www.kirloskarpumps.com/PumpTroubleShooting/>
- CSS Brochure :
http://web.kbl.co.in/business-vertical-customer-service-spares.aspx/css_corp_brochure.pdf
- CSS Presentation :
http://web.kbl.co.in/business-vertical-customer-service-spares.aspx/css_corp_presentation.pdf

Tatkal Seva

With a view to reduce response time for breakdowns and ensure quick resolution of corrective maintenance of Agriculture and Domestic pumps, CSS has successfully developed a large network of Authorised Service Centers with technicians who have been trained in the company.

To register a short complaint resolution time, a special team is deployed for on-the-spot complaint resolution, leading to increased customer satisfaction.

In case of any requirement, please visit our website at <http://web.kbl.co.in/contact-us-search-kbl-network.aspx> for a list of our Authorised Service Centres / Spare Part Dealers and feel free to contact them directly. They are competent to address and resolve the problems on priority.

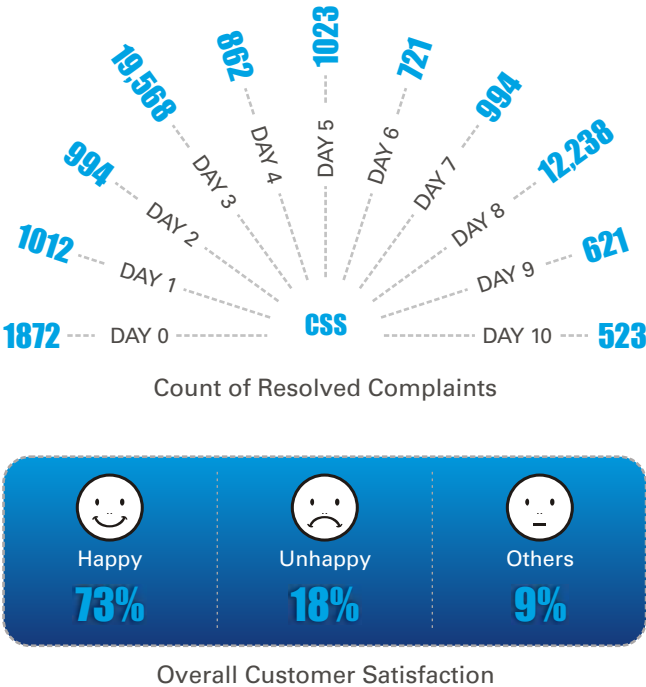
Creating Customer Delight

Customer Satisfaction Index

Satisfied customers are the precious and valued assets for any business entity and the only route to such satisfied customer community is through satisfactory resolution of complaint through professional, dedicated and pro-active approach.

Since inception, KBL has sold crores of Agriculture and Domestic pumps. However, since January 2011, KBL has received merely 40,518 complaints, which means less than 3,000 per month. Of these, 1872 complaints were resolved on the same day. 19,568 were resolved on day 3 and 12,328 on the 8th day of registration of complaint.

(Source: Concentrix, KBL's Toll Free Centre, Bangalore)



QR Code

By implementing QR coding for every KBL pump that goes out in the market, the customer is able to get the important instructions on assembly and maintenance of the product by scanning the QR code. This latest technology also gives following benefits:

1. Track the complete pump population
2. Offer immediate commissioning response to customers after intimation
3. Offer complete solutions of after sales service and spares procurement



Workshop for Siam Rajathanee (East) Co. Ltd., Rayong, Thailand

Training and Workshops

Customer and Dealer Training Workshops

KBL organises customer and dealer training workshops every month, for imparting training, knowledge to ensure customers / dealers derive maximum benefits out of its world-class products resulting into higher business productivity and longer shelf life of the pumps.

This versatile learning module has been developed on the basis of rich experience and expertise of KBL and genuine feedback from the customers.

With focus on imparting essential knowledge about the design, concept and constructional features, applications and selection of the right pump, emphasis is given to Energy Audits and conservation of energy in pumping systems. Also, benefits derived by using genuine spares and their positive impact on pump performance are articulated.

For more information about the annual training schedule, please visit http://www.kbl.co.in/pdf/customer-care/training_cover.pdf

On-site Training Programmes

Customised training programmes for customers at their premises are organised. These programmes are aimed at meeting specific training goals for running and maintaining KBL pumps.



Training Programme at Grasim, Aditya Birla Group



Seminar on Operation and Maintenance of Pumps at Hospet Steels Ltd., Bangalore

Creating Customer Delight

SAP CRM 7.1: Customer Relationship Management

CRM 7.1 is a simple and powerful, web-based tool seamlessly integrated with SAP R/3. Our customised CRM 7.1 version is robust and is designed to facilitate the ever challenging requirement and support the Marketing, Sales and Customer Service Departments in their routine activities.

With this technology, KBL ensures to provide a single interface for all services, from speedy quotations to faster service and quicker dispatch of spares and even tracking of service orders anytime.

Customers receive regular updates on special offers on spare parts, service camps, training schedules, etc. which is readily available online.

Online Service Resolution Portal

In order to ensure that the best of our services are bestowed, CSS has set up an online service resolution portal. This gives easy access to register service issues and log complaints directly on to the KBL website via internet.

The complaint registration is acknowledged and a prompt response is given till the complaint / query is resolved. This system enables generation of a unique complaint number for online tracking of the complaints and finding the status and resolution of complaints.

All customers and dealers are covered by integration and optimisation of search engine capabilities for customer and dealer codes, SAP part numbers and indents for new codes.

The system offers unique benefits such as:

- Easy access, user-friendly service available 24x7 online over the web
- Effective provision of desired information
- Visibility / traceability of order process
- Stock availability status
- Absolute transparency
- Order history

Toll Free Customer Help desk

Talk to our Customer Care Executives who register the complaint / query and ensure a precise, quick and personalised response for queries, requests or complaints.



Nationwide Network



- Authorised Spares & Service Dealers
- ▲ Manufacturing Facilities
- Resident Service Representatives
- Kirloskar Refurbishment Centers



Energy Efficient Pumping Solutions

We pledge to 'Reduce, Reuse, Recycle'

The world is moving towards a sustainable energy future with an emphasis on energy efficiency and use of renewable energy sources. With this objective in mind, KBL has started the energy efficient pumping solutions cell wherein a team of certified energy managers and auditors carry out performance measurement of pumps motors called Energy Efficient Pumping Solutions.

Why Energy Efficient Pumping Solutions

Aids an organisation to understand and analyse its energy utilisation and identify areas where energy use can be reduced. KBL offers a unique energy audit programme, which helps customers in saving of electricity consumption. Last year KBL completed energy audits for 20 companies.

This further helps to decide on how to budget energy use, plan and practice to enhance their energy efficiency, minimise energy wastage and thereby reduce energy costs.

Based on our recommendations, some customers have benefitted up to 30% energy savings. This has helped save 11 million kWh electricity and more than ₹ 40 million in energy bill.

Our customers are from various types of industries like Automotive, Manufacturing, Chemical, Process, Water Supply, Lift Irrigation Schemes, etc.



Original Pump Efficiency : 83%

- Initial cost 5%
- Maintenance cost 10%
- Energy cost 85%

For more information please visit our Energy Audit Website www.pumpenergyaudit.com or write to us at info@pumpenergyaudit.com

Regional Offices

Ahmedabad

11, Mill Officers Colony, Behind
La Gajjar Chambers, Ashram Road,
Ahmedabad 380 009.

Tel: 079-26583739

Fax: 079-26583786

Email: ahmedabad@kbl.co.in

Bangalore

No. 5, Lakshmi Complex, II Floor,
10th Cross, RMV Extension,
C. V. Raman Road,
Bangalore 560 080.

Tel: 080-23619914 / 15

Fax: 080-23610095

Email: bangalore@kbl.co.in

Bhopal

E-1, Shankarnagar, 6 1/2 Bus Stop,
Opposite Parul Hospital
Bhopal 462 016.

Tel. 0755-4218341

Email : bhopal@kbl.co.in

Bhubaneswar

Plot No. 969, (Part - A), Uttam Tower,
Block B, 1st Floor, Ashok Nagar,
Unit - II, Bhubaneswar 751 009.

Tel: 0674-2536421 / 2535371

Fax: 0674-2534965

Email: bhubaneswar@kbl.co.in

Chennai

Raj Paris Trimeni Towers, 2nd Floor,
147 G.N. Chetty Road, T. Nagar,
Chennai 600 017.

Tel: 044-28156546 / 47 / 48

Fax: 044-28156549

Email: chennai@kbl.co.in

Jaipur

B-8, Durga Das Colony,
Behind Neelkanth Tower,
Bias Godam Circle, Bhawani Singh
Road, Jaipur 302 001. Rajasthan.

Tel No: 0141 - 2223830

Fax: 0141-2223943

Email: jaipur@kbl.co.in

Kochi

Veejay Towers, 38/239A
Salim Rajan Road, Gandhinagar,
Ernakulam, Kochi 682 017.

Tel: 0484-2206651 / 52

Fax: 0484-2206653

Email: kochi@kbl.co.in

Kolkata

KCI Plaza, 1st floor, 23C,
Ashutosh Choudhury Avenue,
Kolkata 700 017. W.B.

Phone: 033-2461 5065 / 5934 / 5325

Fax: 033-24614519

Email: kolkata@kbl.co.in

Lucknow

B-1/7, Sector A, 387, Aliganj,
Lucknow 226 024.

Tel: 0522-2326367 / 393 / 374

Fax : 0522-2326365

Email: lucknow@kbl.co.in

Mumbai

10, Corporate Park,
Sion-Trombay Road,
Swastik Mills Compound,
Chembur, Mumbai 400 071.

Tel: 022-25289320 to 28

Fax: 022-25289329

Email: mumbai@kbl.co.in

Nagpur

Plot No. 1-9, Flat No. 7, Sagar Palace,
Laxmi Nagar, Behind 'Bal Jagat'
East High Court Road,
Nagpur 440 022.

Tel: 0712-2234275 / 6

Fax: 0712-2234276

Email: nagpur@kbl.co.in

New Delhi

Jeevan Tara Building, 5 Parliament
Street, New Delhi 110 001.

Tel: 011-41501055 to 62 / 41500040

Fax: 011-23342002

Email: delhi@kbl.co.in

Pune

Udyog Bhavan, 'B' Building,
Tilak Road, Pune 411 002.

Tel: 020-24440770

Fax: 020-24440156

Email: pune@kbl.co.in

Secunderabad

Post Box No. 1580, 403, Jade
Arcade, 126, M.G. Road,
Paradise Circle,
Secunderabad 500 003.

Tel: 040-66874700 / 12 to 37,

Fax: 040-27894598

Email: secunderabad@kbl.co.in



Enriching Lives

KIRLOSKAR BROTHERS LIMITED

GLOBAL HEADQUARTERS :

'Yamuna', Survey No. 98/(3-7), Baner, Pune 411 045 (India).

Tel: +91 20 2721 4444

REGISTERED OFFICE :

Udyog Bhavan, Tilak Road, Pune 411 002 (India)

Tel: +91 20 24440770 Fax: (020) 24444198

www.kirloskarpumps.com

