



S&S POWER NEWS LETTER

CONNECTING PEOPLE

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S&S PSE signed an agreement with Franco Pacific Ventures Co.Vietnam, as their Vietnam market Service Partners.

Franco will act as Vietnam market service partner of the Company. This matrix showcases strengthening of customer services viz installation, operation, and maintenance support to all customers in Vietnam. This will help to improve customer relationship right from installation process and to derive maximum customer satisfaction with regard to disconnecter performance. A Service Team will provide

all possible solutions for economic, immediate service and technical feasibility.

Programme- Disconnecter Ist Piece onsite installation certification:

A Programme has been organised to provide installation and servicing assistance to local team on all the products.

Programme - On site service:

S&S PSE will also conduct a programme on maintenance and service assistance to the Team to attend substation service and providing with necessary kit of spares.

ISO 9001:2008 Quality Management System,
Certification Audit conducted in accordance with certification procedure and Awarded to S&S PSE by TUV NORD CERT Acceridation Co.



Our Goal – Customer Satisfaction



“We seek customer feedback on everything from ordering to the delivery, aesthetics, documentation product development, the purchase experience and overall customers satisfaction with our brands S&S. We contact every customer to find out their experience, level of satisfaction and get their feedback on what we can do to improve further to serve better.”

PRODUCT QUALITY IMPROVEMENT:

Disconnecter testing system upgraded to next generation level to monitor, evaluate and improve disconnector performances.



PRODUCT QUALITY PERFORMANCE :

Mechanical endurance test successfully performed on our 123kV & 245kV Disconnectors in the presence of Exrenal inspection Bureau of TUV India Pvt Ltd .



NEW PRODUCT DEVELOPMENT PROGRAMM:

Customer research is embedded in S&S product creation process and forms part of the gateway for new product development. Towards this direction New Slimline Intelligent Disconnector of 145kV and 420kV developments are in type testing Phase.

To meet the Vietnam market requirement, following developments are in process.

- Reduced pole center distance
- Earth switch Parallel to base
- Clamp for DOP/ES
- Centre Drive Mechanism

DEVELOP . DELIVER. DELIGHT.

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Our Vision: Among Top 5 Indian Switchgear Brands