



KNUTH MACHINE TOOLS USA HONORED as Best Customer Service Department of the Year

Chicago, IL – June 23, 2015 – KNUTH Machine Tools USA was presented with a Stevie® Award in the category Best Customer Service Department of the Year in the 13th Annual American Business Awards in Chicago, recognizing the great strides forward KNUTH Machine Tools USA has taken in its customer service.

More than 3,300 nominations from organizations of all sizes and in virtually every industry were submitted this year for consideration in a wide range of categories, including Startup of the Year, Executive of the Year, and Best New Product or Service of the Year, among others.

What convinced the jury to nominate KNUTH was that the customer service process at KNUTH is customer-driven from sales to technical service. Everything starts with the customer and the job they are seeking to accomplish. Their sales experts have been trained to first understand the customer's needs and application and then recommend the very best machine to accomplish that job. Once the optimal machine has been chosen and purchased, their service team goes to work to make sure every detail of the machine is in order and running at peak performance before carefully crating it and sending it out the door to the end user. But KNUTH's customer service does not end there.

In the past year great strides have been made to provide increased phone support for KNUTH customers when an issue or question arises. "Today, we have trained service engineers who are dedicated to resolving each customer's problem in as an expedient manner as possible. We are proud to guarantee our customers a call back within 30 minutes by the most knowledgeable service engineer for that specific question. This was possible by introducing and visualizing different service performance key figures along the service process that allows us to track our performance during each process step," related president, Daniel Maerklin.

In addition to phone support, KNUTH also offers their customers excellent on-site service. Should a KNUTH machine need repair their service engineers provide exceptional customer service, addressing the issue at hand and offering preventative maintenance plans for any other machines onsite.

"At KNUTH we know that there is much more that goes into a business than just making a sale. As suppliers of the machines that create so many vital parts and pieces, from aerospace to marine, oil, or job shops it is our highest goal to provide our customers with the best support possible, enabling their work to go smoothly and well. I would like to personally thank our KNUTH Service Department for making this possible through their work and dedication to our customers," said Maerklin.

More than 200 executives worldwide participated in the judging process to select this year's Stevie Award winners.

About KNUTH Machine Tools

Founded in Germany in 1923, KNUTH is a worldwide leader in manufacturing and supplying metalworking machinery. The company offers a wide range of products and services designed to offer quality at an affordable cost.



Goetz Waehner, Service Manager, and Frank Fontana, VP of Sales