

PRESS RELEASE

Focus on Customer Satisfaction

Hamburg (RS), July 2003 – Customer satisfaction with the Hamburg-based laser manufacturer ROFIN-SINAR Laser GmbH is much higher than the average satisfaction index throughout the German mechanical engineering industry. This was revealed by a recent customer satisfaction survey.

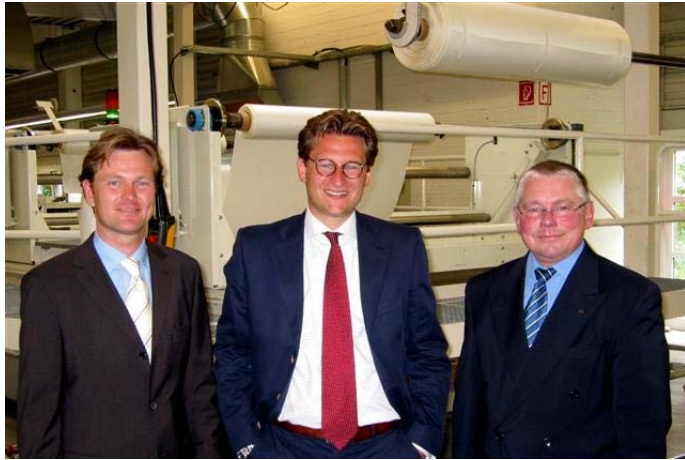
“We view our customers’ judgment as an incentive for continuous improvement. In close collaboration with VDMA, the German Engineering Federation, we therefore questioned customers who had bought and installed one of our Hamburg-produced lasers within the past three years”, explains Dr. Volker Auerbach, Managing Director of the company, which is one of the worldwide leading manufacturers of industrial laser beam sources.

Last summer, in cooperation with the business administration division of VDMA, technical managers of companies exploiting one of the Rofin lasers in particular were asked to assess the product quality as well as the quality of service and marketing. This survey revealed that Rofin’s average customer satisfaction index of 83.2 noticeably exceeds customer satisfaction throughout the German mechanical engineering industry, which averages at 78.2.

“Of course, we are very happy about this positive outcome, which is based in particular on the excellent evaluation of our service as well as our largely maintenance-free and very service-friendly products”, Dr. Auerbach comments.

The Markert Group, manufacturer of industrial textile filter technology as well as coupling and hoses technology – one of the participants in this survey - was happy about winning a free laser service training course at ROFIN-SINAR’s Hamburg training center.

“We have been using laser cutting systems to manufacture our textile filters for a while”, explains Philipp Markert, fourth-generation Chief Executive of the Neumünster-based family company. “Currently, we are operating three systems with CO₂ Slab lasers for high-speed customized production of approximately 500 different textile fabric grades with far more than 50,000 customer-specific geometries”, adds Sönke Burmeister-Benker, Chief Executive of the group of companies whose products are primarily targeted for the chemical industry, the food industry and mechanical engineering.



Legend : Sönke Burmeister-Benker, Philipp Markert and Dr. Volker Auerbach.

“At a response rate of approximately 38%, we received valuable information from our clients, which will make it possible for us to tailor our products and services even more in accordance with customer-specific requirements. We are more than enthusiastic about the many responses that we received”, Dr. Auerbach continues. “This result confirms that optimum customer satisfaction can only be realized by a mutual dialog – which, of course, is a great incentive for us to continue regular inquiries so as to face our customers’ judgment in the future, too”.

ROFIN-SINAR, founded in 1975, specializes in the development and production of industrial laser beam sources in the high-power range. The majority of innovative beam sources are used for welding and cutting applications in the machine tool and automotive industry. “We were able to strongly reinforce our market position against last year’s trend”, Dr. Auerbach comments on the last fiscal year. “We increased our revenues despite generally adverse economical conditions; our patented CO₂ Slab lasers in particular met with considerable success.”

ROFIN-SINAR Laser GmbH is a subsidiary of ROFIN-SINAR Technologies Incorporated and responsible for the business strategy of the Laser Macro division. The worldwide group of companies, with its operative headquarters in Hamburg in Germany and in Plymouth, Michigan, develops, manufactures and sells a wide product range of laser sources and laser-based system solutions for a variety of different applications. With production sites in the USA, in Germany, Great Britain, Singapore and Japan, the ROFIN Group is one of the leading manufacturers of lasers for industrial material processing in the world today; in excess of 15,000 lasers were installed for more than 2,500 customers worldwide. Further information is available via the internet at <http://www.rofin.com>.

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Contact:
ROFIN Group
Rofin-Sinar Laser
Laser Macro

Thorsten Frauenpreiß
Rofin-Sinar Laser GmbH
Berzeliusstr. 83
D-22113 Hamburg

Tel.: + 49 (0)40-73363-256
Fax: + 49 (0)40-73363-138
info@rofin.com