



PRESS INFORMATION

High customer satisfaction: WIKUS convinces with product and service solutions

Whether in the steel construction, engineering- and plant engineering, in the steel production or in the field of energy and recycling: In the recent customer survey in December 2020, The Wilhelm H.Kullmann GmbH & Co. KG received positive feedback and can be pleased about a high customer satisfaction above average.

Spangenberg, 28. January 2021: — In a survey, initiated by WIKUS, dealers (traders) and enterprises from different industries were asked about their satisfaction regarding the portfolio consisting of band saw blades and circular saw blades as well as service and consulting. The positive results of the survey are to be attributed to the great commitment of the family-run enterprise at product development, quality, know-how, research and development as well as partnership.

Product development and innovative strength are first-class

In the results of the customer survey, it became particularly apparent that continuous optimization of production processes and the investments in R&D by WIKUS pay off.

Nearly 80 % of the respondents rated the market- and customer-orientated* product development and the innovative strength of Spangenberg based WIKUS-Sägenfabrik as first-class. The cutting tools' excellent quality and precision convinced approximately 90 % of them.

Furthermore the comprehensive portfolio, which offers a solution for almost every sawing application, was positively acknowledged.

WIKUS scores with competence, consulting and service

Europe's largest producer of band saw blades has also received an outstanding rating in the field of "Consulting and Optimization of Sawing Processes". Seventy percent of all respondents rated the expert and solution-oriented competence of the technical and commercial consultants of WIKUS as "excellent", further 27 % as "good".

The availability of the person responsible as well as the politeness and commitment were rated entirely positive.

Wikademy®: acquired know-how applies to 100 % in practice

Even the [Wikademy®](#), the WIKUS training center, also located in Spangenberg, was rated far above average in the customer survey.

All respondents who have already taken part in a Wikademy seminar or webinar, were of the opinion that they have been able to use the acquired skills to 100% in practice.

The positive response confirms the success of the WIKUS philosophy as partner and knowledge provider of the worldwide customers, to steadily increase the know-how as well as the process quality and safety of the sawing applications.

Motivation for Product and Company Development

Customer satisfaction and partnership are first priority for WIKUS besides quality and efficiency when it is about product- and corporate development. All the more important are the regularly conducted customer surveys to understand the customers and their requirements and to align one's own acting.

The entirely positive feedback of the current customer survey confirms the WIKUS commitment: we are very pleased about the results above average covering all sectors.

“We will equally consider the feedback from the customers to optimize our product- and service solutions even further, also in times of the pandemic and to support them professionally, reliably in a spirit of partnership”, says Michael Möller, Chief Executive Officer (CEO) / Chief Sales Officer (CSO) at the WIKUS saw factory

Further information about the customer survey is available on www.wikus.de.



Illustration 1: The WI.com, the WIKUS headquarters is the symbol for the practiced “Openness in Space and Mind” and the great commitment with regard to product development, quality, know-how, research and development as well as partnership. Values the customers appreciate.



Illustration 2: A look into production: Michael Möller, Chief Executive Officer (CEO)/Chief Sales Officer (CSO) of WIKUS Group examines the innovative products.

About WIKUS

WIKUS – TOP OF THE RANGE QUALITY, 'MADE IN GERMANY'

WIKUS is the world market leader for sawing metal and Europe's largest manufacturer of band saw blades. Users from foundries and from the steel production/trade, machine/tool construction, aerospace, automotive, construction, energy and many more industries rely on the highly-efficient solutions by WIKUS.

Thanks to the best input materials, state-of-the-art production procedures and continuous quality inspections, the WIKUS-Sägenfabrik from the town of Spangenberg in North Hesse has guaranteed the highest of standards when producing high-tech band saw blades since 1958. At the same time, this family-run company sets product and technology trends in the market with its innovative prowess. In addition to the high-performance product program, WIKUS offers an extensive range of services tailored to the respective product. Partner companies and sales and service companies across the world offer competent and personal support on site.

WIKUS-Sägenfabrik

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