



**Lift Maintenance – is the customer getting
a good service – a consultant’s perspective.**

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Vice Chair SoVT**

Lift Maintenance – is the customer getting a good service. A Consultants Perspective.

What does the customer want?

Value for money.

Reliable lifts.

**Fast response to
issues.**

Helpful engineers.

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What does the customer sometimes get.

Poor value for money.

Unreliable lifts.

Slow response to issues.

Unhelpful engineers.

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Customer interaction

Customer contact.

Competitive tendering.

Maintenance contracts.

Notice at the end of contract.

LEIA code of practice.

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LEIA code of practice



A LEIA Code of Practice

Maintenance requirement for lifts,
lifting platforms, escalators and moving
walks

13/05/2013

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Lift Maintenance Company Quality Control:

Customer contact (office).

Maintenance quality.

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Lift Maintenance Audits:

- Self audits,**
- Supervisor audits,**
- Management audits,**
- Independent audits,**

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Lift Maintenance Company Quality Control:

Customer contact.

Maintenance quality.

Follow up calls.

**Customer satisfaction
surveys.**

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Improvement suggestions

Universal log cards.

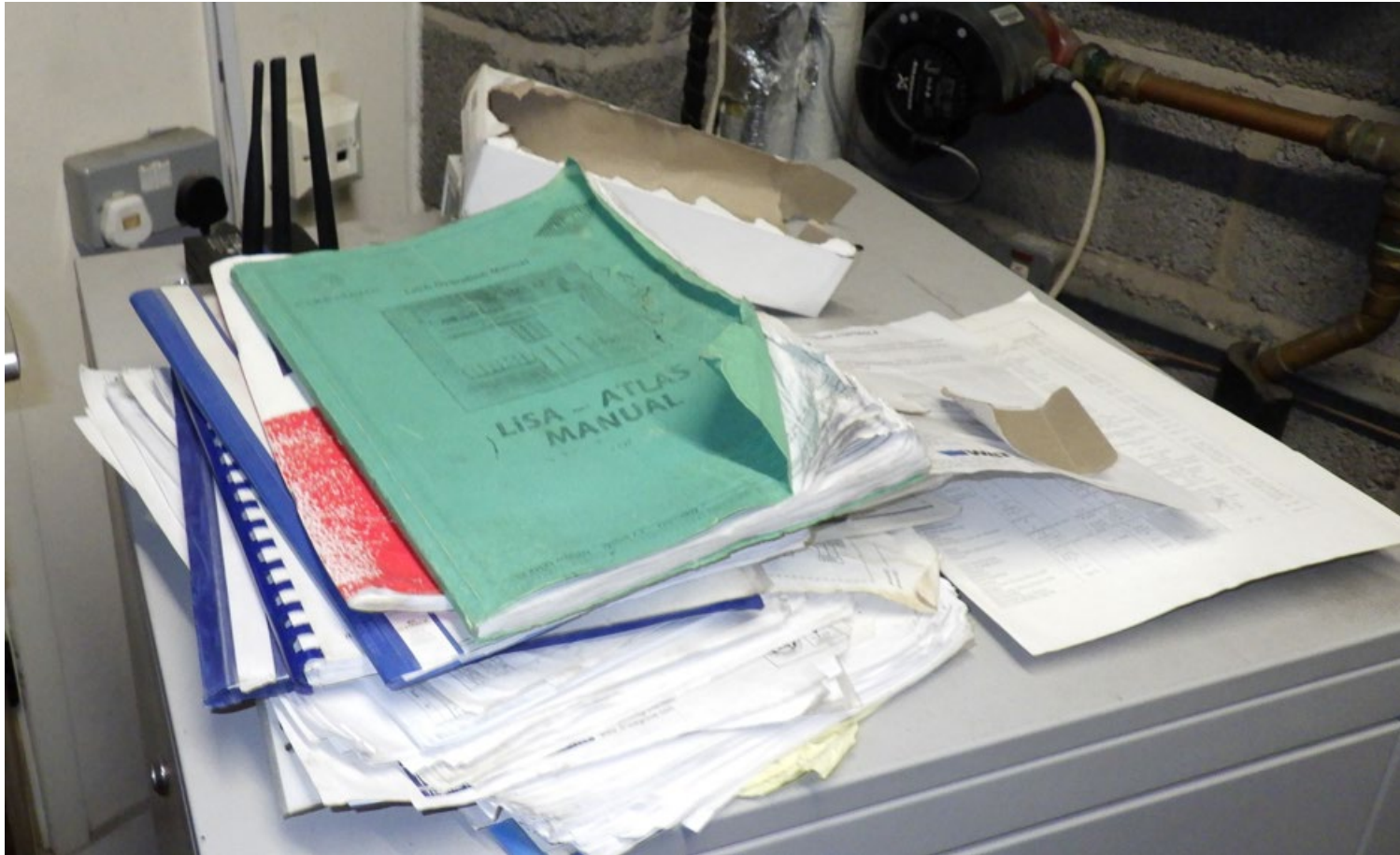
Clear instructions for unfamiliar persons involved on the lift.

Engineer feedback.

Poor quality documentation.

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Poor quality of information



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Thank you – Any questions or comments

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