

TAKING
COOPERATION
FORWARD



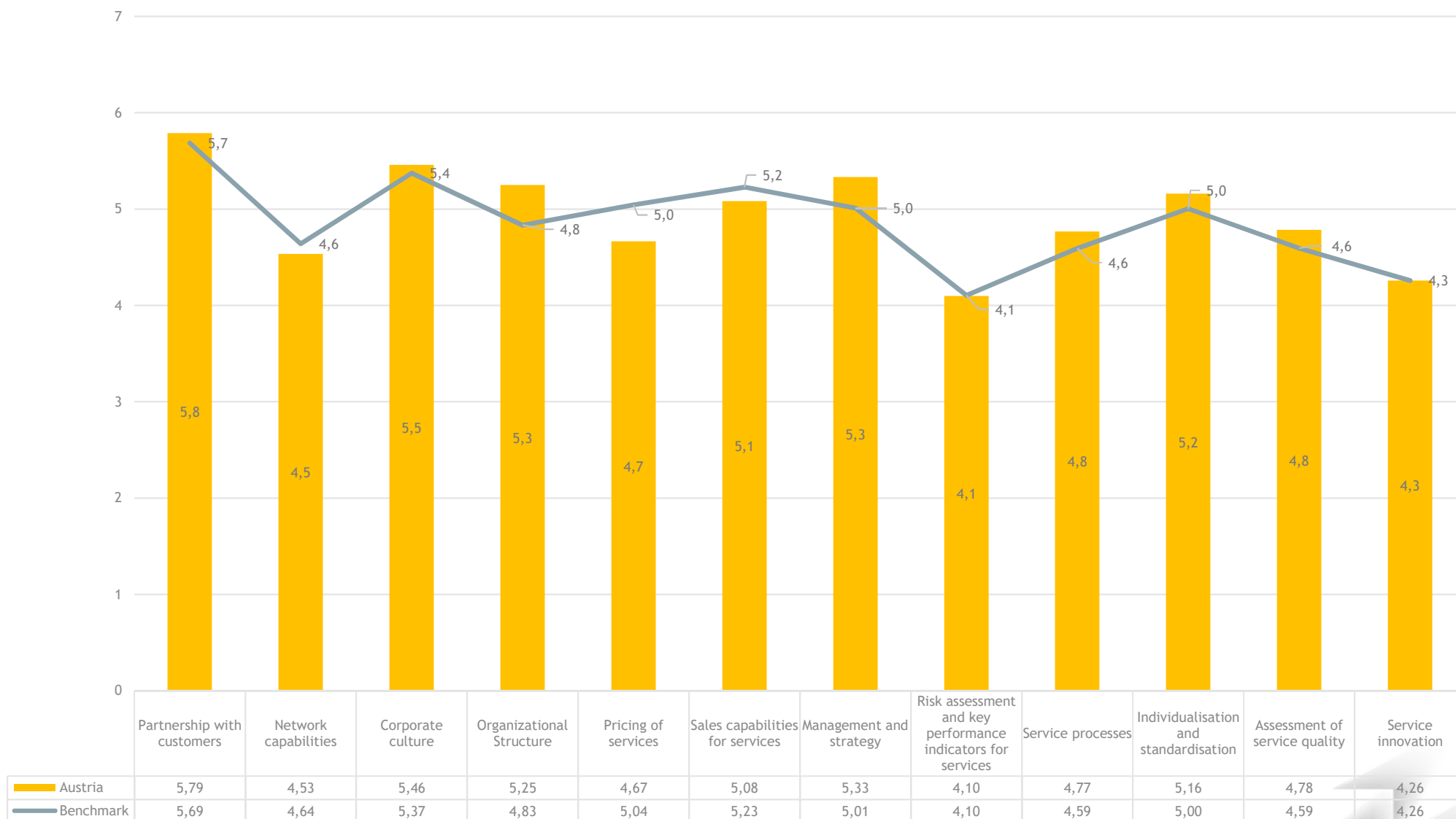
02.04.2020



**D.T.1.4.6 Reports of service performance of local
AMs - AUSTRIA**



12 DIMENSIONS - BENCHMARK

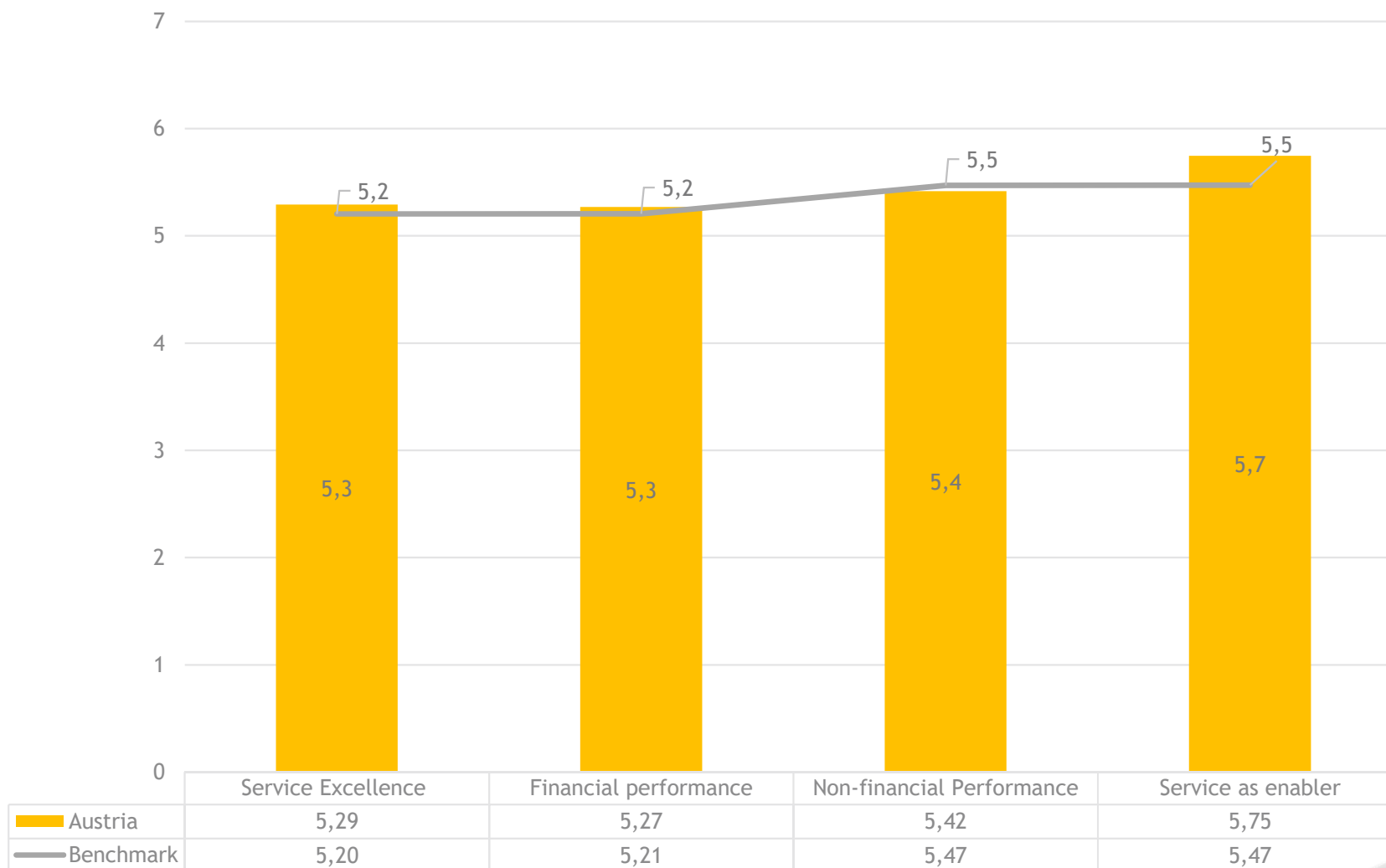


1= totally disagree, 7= totally agree

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PERFORMANCE INDICATORS: BENCHMARK



1= totally disagree, 7= totally agree



Austria: n=172
Benchmark: n=379 & Data weighting according to equal distribution across countries

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BACKGROUND INFOS - AUSTRIA

We mainly support the region upper and lower Austria due to the circumstance, that those are the most industrial areas in Austria.

Current issue of our companies is the predicted automotive-crisis which leads to a shortage of orders (or a order without start-permission)

Austria's companies in all the NACE groups we are focusing at are characterized by export rates above 60%. Bigger companies even have more than 95% export.



Service focus

We provide a experience exchange meetings (ERFA) with companies that provide services.

Due to the service performance is very good, there are some issues to solve in different companies:

- Pricing in Service
- Getting data (back) from customers (IT security)
- Recruiting and staff shortage (lack of qualification)
- Knowledge management



Special situaion - SARS-CoV-2/Covid-19 crisis

Another impact on the Austrian companies ist the 2019/2020 Corona-crisis, even when it was „only“ in China. Depending on which industry a company is dedicated they had or still have different impacts:

- Interruption of supply chain (eg. electronics)
- Prohibition of workers in plants abroad (China, Italy, ...)
- Flight bans (in- and outgoing goods)
- Illness of own stuff (resulting in closing of plants)





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