

Oilgear's new service centre manager pitches for customer delight

Hydraulics specialist, Oilgear, has appointed Dave Atkinson to the new role of new service centre manager, giving him the brief of bringing a service industry ethos to both production and after-market functions within the company.

Previously a project co-ordinator in the oil and gas industry and service engineer and manager before that, Dave has all the experienced needed for his challenging new role.

"Throughout my career I have been an engineer in a customer facing role, and I delight in interacting with them to find solutions and ways forward. Even better is innovating with customers, coming up with new ways to do existing things or completely new ideas to develop together. For instance, I have designed and delivered several customer training programmes and encouraged my engineering teams to broaden their horizons and expertise."

Oilgear was founded in America in 1921 and now has operations around the world. Oilgear is renowned for the cutting-edge technology and the outstanding quality of its hydraulics equipment and systems engineering.

Dave joined Oilgear in early 2017 with the remit of enhancing the service centre's capabilities so that it addresses both production and after-market functions. His stated aim now is to build a customer-first mentality into the production operations so that they provide almost instant response to requests and deliver this with an "as new" quality.

His passion for customer service is based on the levels of excellence that can be achieved in the consumer markets. *"At home, some service companies are a delight to work with. They deliver on their promises, meet schedules, follow up to make sure everything is OK and generally go that extra mile. This contrasts markedly with what consumers had to put up with 20 years ago – and still do from some companies."*

"I am aiming to make Oilgear's level of service exceptional at all times and to ensure we are always in meaningful communication with our customers."

Photo Caption: New Oilgear Service Centre Manager, Dave Atkinson is bringing a service industry ethos to both production and after-market functions within the company.

About Oilgear.

Oilgear is a leading manufacturer and supplier of fluid power and hydraulic equipment, servicing the Metals, Oil & Gas and Marine sectors, including both civil and military applications. Its solutions include high pressure pumps, valves and systems technology; panel building and systems control solutions; and full aftermarket service packages for all hydraulic solutions. Its Leeds based facility boasts a modern production area, which specialises in high pressure components, as well as in-house test beds and an R&D division which is responsible for developing customised software packages designed to monitor and control the installed systems.

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