

Customer intimacy for optimal collaboration

“When I started as Head of Sales at NEN in 2017, we defined our main goal as: strengthening customer intimacy. To achieve this in practice, we started several projects and developed a detailed strategy to improve collaboration with our customers: how can we add value for our customers and optimise our collaboration?”

Neways differentiates itself from competitors through its QLTC offering. Customers know that we offer quality and they choose our services because we are synonymous with high reliability. As an operating company that specialises in the Automotive and Industry sectors, not allowing any products to leave the company before they have been tested is a key element of our philosophy. We apply the strict requirements and standards of the Automotive industry in all our processes. Industrial customers also benefit from the long-standing expertise we have built up in this sector. As a System Innovator, we go further as a design partner by including use cases that add greater value. This approach helps us position Neways as the go-to partner for both high-tech system design and production and will also strengthen our market position in the future.

The things I value most about working at NEN are that we are proud of our expertise and highly goal-oriented. I have colleagues who have worked here for 25 years and the focus has always been on delivering quality. When a deadline approaches, colleagues are always willing to go that extra mile to help you reach your goal. And when the time constraints get really tight, everybody rolls up their sleeves, including the directors who come down to the factory floor and work alongside the rest of the team. We are not a hierarchical organisation and I think this contributes hugely to talent development because it's easier to develop professionally in an environment where everyone is approachable.”

BUILDING SMARTER SYSTEMS FOR A CHANGING WORLD

SMARTER
SOLUTIONS

CONTRIBUTING
IDEAS

EXPERTISE

COLLABORATION

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