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# Certificate

For Excellence in Customer Services

## Diagnosticum Zrt.

has successfully passed the assessment and fulfils the requirements to be awarded the status

## Advanced Service Partner for LD, POC, MDX

The assessment is performed based on the processes defined for Siemens Business Partners who provide Customer services to end customers of Siemens Healthcare products. The services excellence program encompassed the following subject areas:

- Service Organization (Organizational set-up, Resource Allocation, Job Roles)
- Competency Management for technical and application support staff
- Maintenance (Reactive- and Preventive-) Installation-/ upgrade-/ update management
- Spare Part Logistics
- General Service Operations, call handling and Reporting
- Operational Key Performance Indicators

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Expiry Date: 19.09.2018

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Assessor: Serek

Location, Date: Budapest, 20.09.2017



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