

Abstract

Maintenance in Holland: expectations from the building owner and the maintenance company on the same level?

In the Netherlands a shift in the relationship elevator owners and maintenance company can be seen. Where once reliance was placed on experience and knowledge of maintenance companies, owners now rely on clear rules and requirements and performance is measured and monitored. It appears that maintenance companies find it difficult to meet all commitments and that the performance delivered does not match the expectations of the customer. In this regard the business interests of the maintenance companies are often opposed to the interests of the customer. The presentation explains the underlying cause of this changing attitude of elevator owners and the implications for maintenance. The question is whether the survival of companies depends on the willingness to change, willingness to adapt to the needs of the customer or just a temporary freak of fashion that will pass again.

Speaker information



Imro Garcia BSc, MBA

Imro Garcia studied oil & gas exploitation at the University of Applied Sciences in Den Helder, where he graduated in 1987. After several years in the oil industry, he enters the lift industry in 1997 as an inspector for Liftinstituut. In 1998 he was appointed as Product Manager for inspections of escalators, amusement parks, playgrounds, and technical maintenance inspections. In 2001, Mr. Garcia became responsible for the accreditation of the Liftinstituut and the acceptance by the Dutch Council. After completing this assignment successfully, he was appointed general manager at the consulting company of Liftinstituut in 2004. Started as a small player in the lift industry, the company is now the largest dedicated consultancy company in the Dutch lifts market.