

Contributing to sales and business advancement with outstanding customer service

Sale and Service Department Manager
Hitachi Industrial Technology (Thailand), Ltd.

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The job

I'm working at Hitachi Industrial Technology (Thailand), Ltd. (HITT) as a motor and switches sales and service manager. My main duties include selling products and providing after-sales service. The process involves offering prices, receiving purchase orders from customers, coordinating production plans with the team, and delivering products to meet customer requirements and achieve our goals. This includes accepting customer complaints and coordinating with the Quality Assurance department to follow up on repairs and investigations. Including coordinating with relevant departments to solve product usage problems for customers.

In addition, HITT's sales and service department also must do sales activities with sales teams from Hitachi Asia Ltd. (Thailand and Singapore) such as visiting customers to acknowledge problems, update new projects and sales activity feedback, including finding new customers as well.

Achieving the ideal

My current responsibility is to manage sales according to the plan and ensure maximum customer satisfaction. I am mainly focusing on two aspects: managing sales within the factory and addressing issues faced by our external customers. And what I want to do most is to find a method that can respond to the needs of customers as much as possible and systematically, such as responding to accurate and fast delivery times. Responding to customer complaints, and so forth.

The 10-year view

I believe our business will trend upwards if all parties continue to actively cooperate, given that our customers maintain their confidence in the "Hitachi" brand. As for the sales department, the next 10 years should be much more exciting and fun. But we have to change various working styles, such as increasing the working style to be more electronic and automatic.

This includes expanding our sales channels, for instance, by entering the retail market to further penetrate with Hitachi products.

