

The KROMA logo is positioned in the top left corner of the page. It features the word "KROMA" in a bold, sans-serif font. The letter "O" is replaced by a stylized graphic of a circular arrow pointing to the right, with a square shape integrated into the arrow's path. The background of the entire page is a photograph of a ship's wake in the ocean, with a large, semi-transparent grey arrow graphic pointing from the left towards the center of the page.

# KROMA

## SERVICE

*At Kroma good service means*

- that we advise from A to Z
- that we offer assistance supplementary to your own efforts
- that we carry out service inspections
- that we believe in long-term relationship

Advising is an important issue when purchasing new production equipment. At Kroma A/S we attach great importance to giving the customer insight into all aspects. We do not only advise in purchase cost and operation but to the same extent in maintenance of the equipment. Besides, it is important that everyone involved within the company is prepared that new equipment will arrive and is prepared to use it. This is one of the things we mean by advising from A to Z.

Maintenance of the machines prolongs the life of the equipment and prevents unnecessary production stop. Kroma A/S work according to the principle "assistance supplementary to your own efforts" where we carry out operation training of the operators working with the machines. In connection with running in of new equipment we involve the maintenance people who will afterwards be responsible for the machines. If the responsibility is transferred to new people Kroma A/S offer to carry out training so that the new people are capable of servicing and using the equipment.

If wanted, Kroma A/S also carry out service inspection of the equipment. The service inspection is carried out according to an agreement, typically with either half-yearly or yearly intervals. Service inspection can also be agreed upon individually and currently as Kroma A/S have the possibility of turning out with short notice.

At Kroma A/S we believe in long-term customer-supplier relationship. We want to consider ourselves the customer's right-hand man and contribute to a profitable and stable production. Our experiences prove that the best solutions are often achieved by a close and open dialogue.

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# KROMA

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# PROJECT

*Professional project management  
from A to Z*

Kroma A/S work according to a fixed project management model that makes it possible to control the process from A to Z. The model ensures that Kroma A/S and the customer the whole way through the process agree on what to do and when.

The process is divided into various phases where the customer approves the objectives agreed upon for the individual phase before we go on to the next phase. The customer is the one who decides the speed and in this way fully controls the implementation all the way from the purchase of the machine until it is taken into operation.

Together with the customer Kroma A/S work out clear project specifications before a quotation for the project is submitted. The specifications are a control tool so that the machines are fully according to the customer's wishes for functionality, capacity, etc. Combined with visible project management this gives a satisfactory result of the wanted project within the promised time schedule.

