



Uwe-Jens Gerth, consulting services for maintenance, material management, production planning and control

## Assessment of project assignment :

To ensure I always meet the clients requirements and to keep up a high standard I would like to ask you for feedback on my performance during the project described below. Thank you for your constructive remarks.

Company name: Eurocopter Deutschland GmbH, plant: Donauwörth Industry: aerospace and defense  
Country: Germany

### Project description:

Based on an existing SAP R/3 implementation for customer service developed in release 4.0 the project redesigned the processes of maintenance, repair and overhaul services for components of civil helicopters. The processes included the areas of delivery, handling of returned goods, internal and external repairs, support for the generation of proposals based on damage reports, repair order handling, billing, shipping, serial number handling and conceptual design for technical and cost reporting.

Period of assignment: 04.2002 – 05.2003

### Task:

Mr. Gerth consulted in process design and customizing of the processes mentioned above. Furthermore he assisted the team on testing, implementation and user support.

## Evaluation:

Please state your opinion by marking on a scale from 1 (very good) to 5 (deficient performance).

	☺	☹	☹	☹	☹	not applicable
Were your expectations fulfilled on the assignment ?	①	②	③	④	⑤	<input type="checkbox"/>
Were documents delivered on a timely basis ?	①	②	③	④	⑤	<input type="checkbox"/>
Were questions and problems addressed in a timely manner ?	①	②	③	④	⑤	<input type="checkbox"/>
Were you satisfied with the quality of the deliverables overall ?	①	②	③	④	⑤	<input type="checkbox"/>
Were you satisfied with the willingness and attitude of the consultant ?	①	②	③	④	⑤	<input type="checkbox"/>
Were you satisfied with the length of time the consultant took to become familiar with the issues ?	①	②	③	④	⑤	<input type="checkbox"/>
How do you rate the consultants communication skills ?	①	②	③	④	⑤	<input type="checkbox"/>
How do you rate the overall competence of the consultant ?	①	②	③	④	⑤	<input type="checkbox"/>
Would you recommend the consultant for further projects ?	①	②	③	④	⑤	<input type="checkbox"/>

## Remarks:

*The consulting services of Mr. Gerth led to the integration of an efficient process within our Component Repair Area. We plan an additional project in our Helicopter Repair Facilities in Mid 2003 together with Mr. Gerth*

Project manager PM-module: Markus Gundlach Department: Customer Service SLS

*M. Gerth*  
22.05.2003