

**Otis**  
Sales Installation Process

Using proven processes and tools that have been carefully developed and refined, Otis' Sales Installation Process (SIP) guarantees that, from conception through handover, customers receive an installation of the very highest quality - on schedule, on budget.

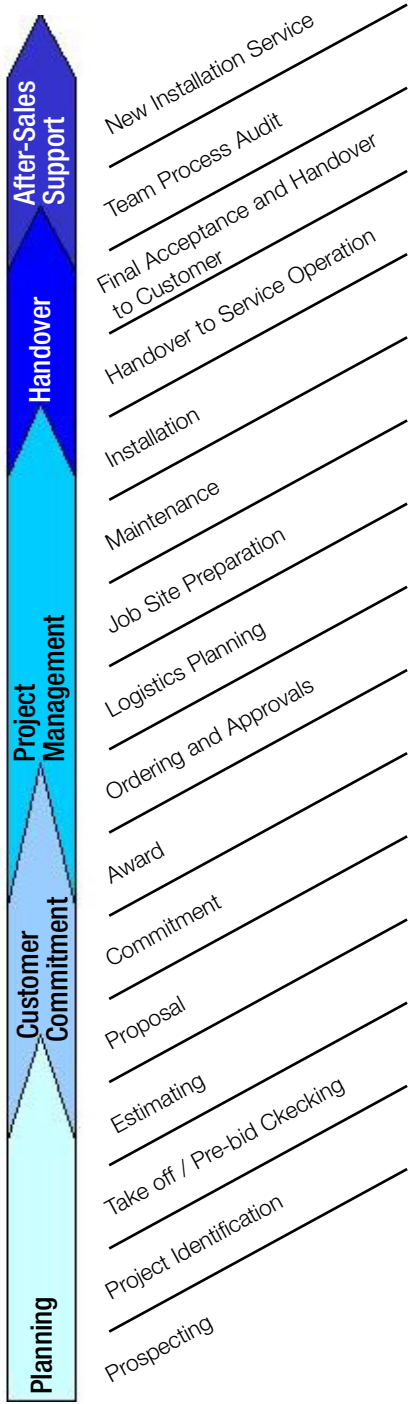
BENEFITS
Early communication to the builder which defines requirements and responsibilities thus avoiding prospect start delays
In-process quality checks help ensure that an installation remains on program and on budget
The owner and builder are continually advised of a job's progress
An uncompromising commitment to safety
A clean, concise handover upon final acceptance

FEATURES
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**The Meticulous Process**  
The Otis Global Sales Installation Process (GSIP) guarantees that the basic series of events is properly administered, and that the owner and builder are continually advised of a job's progress.  
During a project's initial stage, Otis' preliminary installation plan establishes clear checkpoints and goals for each project stage. All relevant issues, including scheduling, accountability and changes, are clearly communicated and resolved.  
Proper project execution includes job-site safety meetings, the creation of real-time installation schedules, in-process quality checks, on-site problem solving, and contract compliance.  
Project management also includes presiding over final acceptance, arranging inspections, submitting data reports and final test results, and the presentation of handover kits.  
Otis' SIP is based on proven best practices, teamwork, communication and continuous process improvement.

**The Right Tools**  
Otis' paper and computer-based tools help organise the Sales Installation Process: the SIP Handbook details best practices for every aspect of an installation; tools for job and manpower planning; and a project overview template.

**The Seamless Handover**  
A seamless handover from qualified sales personnel to construction supervisors ensures that the Otis Team understands the commitment made to our customers.  
Otis works to ensure that code-required inspections proceed smoothly. Detailed handover kits help clients facilitate the safe, efficient operation of equipment.  
Project personnel identify the Otis service features required to keep equipment in top condition. The result: A clean, concise handover to the building owner upon final acceptance, and an ongoing assurance of responsibility.



For the address and contact details of the office closest to you, visit  
[www.otis.com](http://www.otis.com)  
or telephone FREECALL 1 800 622 101 within Australia or 0800 655 438 within New Zealand.

**The OTIS Sales Installation Process**

