



Sauer Compressors USA

Dependable Compressors!

Welcome to the survey on piston compressors.

Your participation in this survey is greatly appreciated. Please answer the questions as completely as possible. Your input will help us to better understand the needs of our customers and enable us to serve you better. We thank you in advance for your effort and time.

0. Entry

Please indicate the main area of activity of your company?

Engineering

Please specify precisely the sector or main area of activity of your company:

Mechanical engineering company / plant engineering and construction company/ OEM

Please specify precisely the sector or main area of activity of your company:

User of compressors

Please specify precisely the sector or main area of activity of your company:

Other

Please specify precisely the sector or main area of activity of your company:

Select Country: _____

1. If you procure or integrate regularly reciprocating piston compressors in your projects (plants), please indicate the **three most important areas of application** and the **optimum pressure/volume range and power (kW)**. Please list in order of importance of application:

Area of compressor application ^[1] Please indicate preferably using a keyword.	Suction pressure (bar)	Final pressure (bar)	Volume (Nm ³ /h)	Power (kW)
A _____	from ___ to ___	from ___ to ___	from ___ to ___	_____
B _____	from ___ to ___	from ___ to ___	from ___ to ___	_____
C _____	from ___ to ___	from ___ to ___	from ___ to ___	_____

2. Please describe the compressors utilized in the above mentioned three most important areas of application (A, B, C).

	Main areas where you apply reciprocating piston compressors		
	Main application A	Main application B	Main application C
1 Lubrication & cooling	<input type="checkbox"/> lubricated <input type="checkbox"/> dry running <input type="checkbox"/> air cooled <input type="checkbox"/> water cooled	<input type="checkbox"/> lubricated <input type="checkbox"/> dry running <input type="checkbox"/> air cooled <input type="checkbox"/> water cooled	<input type="checkbox"/> lubricated <input type="checkbox"/> dry running <input type="checkbox"/> air cooled <input type="checkbox"/> water cooled
2 Medium (Type of gas used) Please specify.			
3	<input type="checkbox"/> time-dependent (hours)	<input type="checkbox"/> time-dependent (hours)	<input type="checkbox"/> time-dependent (hours)

^[1] Keyword for area of application





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Online-service-assistance will be important in the future.				
An overall service contract with warranty would be a substantial advantage for us.				
Simple analog control systems are robust and better for us than highly sophisticated digital systems.				

10. What requirements for compressors do you have, regarding dealers or sales organizations? What problems do you consistently encounter with dealers or sales organizations?

	Dealers	Compressor manufacturer's own sales organization
Requirements (in keywords) 		
Problems that you consistently encounter (in keywords) 		

11. From your point of view, what are the most important problems and challenges that a supplier / manufacturer of compressors should solve with a maximum benefit for you?

Please give us some keywords in order of priority:

At present	(1)
	(2)
	(3)
In future	(1)
	(2)
	(3)



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12. When choosing or evaluating a supplier of compressors, please rank the importance of the factors below relative to the influence on your decision:

Please indicate your judgement on the scale.

	unimportant							very important				
	-5	-4	-3	-2	-1	±0	+1	+2	+3	+4	+5	
Size of supplier												
Geographical vicinity of the supplier												
Past experience with the supplier												
References in the sector / application												
Financial strength of the supplier												
Worldwide availability of service												
ISO-certification												
Wide standard product range for convenient coverage of goods and services												
Satisfaction of individual customer requirements (special solutions)												
Solid technical solutions (overall quality of machines)												
High grade of innovation (leadership in innovation)												
Proposition of operating the equipment (operator models)												
Financial services (Leasing, rental , etc.)												
Capacity of special consulting services												
Services contracts (total / warranty)												
Quality & competency of sales organisation (advice)												
Quality of engineering (technical processing)												
Order processing												
Adherence to delivery dates												
Technical state of product range /compressors												
Technical documentation												
Training for operation & maintenance												

±0... indifferent, no statement; 5... very important (highest importance); -5... unimportant

13. Your Top-Ranking of piston compressor suppliers

Please give us the names of those companies (manufacturers) that in your opinion rank as the TOP three in the categories below:.

Price/Performance ratio (Overall evaluation) ^[2]	Innovation	(Machine) Quality	Service
1. _____	1. _____	1. _____	1. _____

^[2] Over all criteria relevant in your opinion;



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2. _____ 2. _____ 2. _____ 2. _____

3. _____ 3. _____ 3. _____ 3. _____

14. Procurement of piston compressors: Do you procure compressors predominantly

For the plants and engineering projects that **you realize for your clients (third parties)** as planner, EPC-Contractor, OEM, general contractor et cetera

For use in the own company as a user (operator), for example in the course of a new or replacement investment.

Please select only one category.

Finally we kindly ask you some information regarding yourself regarding your company, which of course will be treated confidentially. However, with your statements you help us

- To make a precise neutral attribution (segmentation) of the answers, and therefore as a consequence, enables us to develop a better range of products and services for you;
- **To let you have a "neutralized partial analysis."**

Are you interested in a neutralized Bench Mark Evaluation containing key results of this survey:

yes

no

Name of company: _____

Your name: _____

Function: _____

Phone: _____

Email: _____

Staff: < 20 > 20 > 50 > 100 > 500

We thank you for your effort and time.

Best Regards,

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