



PLUS X AWARD®

Special awards for Mbtech Management Consulting

For the first time, Plus X Award presents awards for customer orientation and quality of service.

Enterprises in the service industry are facing increasing pressure from their competitors. New business models, innovative distribution channels and excellent service could prove to be ideal responses to attract and convince customers and to arouse their enthusiasm. To support newcomers and enterprises which are already successfully operating in this field, Plus X Award honours enterprises with its seals of approval for customer orientation and quality of service.

On Wednesday, 29 March 2017, these awards were presented for the first time. The first organisation to receive these awards was MBtech Group, an internationally leading engineering and consulting service provider focussing on the mobility industry. Plus X Award's representatives, Volker Wachs, jury member, and Chris Hohman, head of product management, presented the certificates for customer orientation and quality of service to Karsten Eggert, managing director of MBtech Management Consulting GmbH, and Dr. Wolfram Motz, managing director of MBtech Group GmbH.

„We are extremely proud to receive these Plus X Award seals of approval. Our team of highly-motivated specialists takes our customers through the entire value chain, from the initial idea right through to its implementation. One of our principles is to communicate on par with our customers, focussing on small and medium-sized enterprises, not by offering modular solutions, but individual, custom-made solutions for each and every customer”, says Karsten Eggert, managing director of MBtech Management Consulting GmbH.

Donat Brandt, founder and president of Plus X Award sends his best wishes to Sindelfingen. “Congratulations to Dr. Wolfram Motz and Karsten Eggert and their team. We are happy to present the awards for customer orientation and quality of service for the first time. With MBtech Management Consulting we honour an enterprise which has become the German market leader in a 29-billion-euro market through their superb know-how, their consulting expertise and their focus on customer service,” says Donat Brandt.

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Plus X Award's seals of approval for customer orientation and quality of service are based on surveys conducted by Kölner Institut für Dienstleistungskompetenz, a Cologne-based institute for service competencies, who base their analyses on scientifically proven procedures. The present customer survey determined the assessment of meeting quality characteristics and scrutinized the quality of service in consulting processes in particular. Through a structured analysis the survey also aimed at generally accepted success factors for consulting processes.

About MBtech Management Consulting:

MBtech, together with AKKA Technologies, are among the most important development service providers in the mobility industry with their engineers supporting customers from detailed specifications, design, calculations to trials and production stage. In their global network, AKKA Technologies' 13,000 employees achieved a turnover of more than 1 billion euros at 70 locations. MBtech Management Consulting, a 100% subsidiary of MBtech Group GmbH & Co. KGaA, focus on consulting projects based on lean principles along the supply chain and deliver custom-made solutions for their customers in the manufacturing, mainly automotive, industry.

MBtech Management Consulting place specific importance on the implementation of turn-key management methods and support their customers from the first idea right to its implementation. MBtech Group have access to a world-wide network of experts who they can co-operate with at any time. MBtech Management Consulting handle international projects in the areas of research and development, operational excellence, purchasing and supplier management, supply chain management as well as sales, marketing and aftersales. Through their parent company the emphasis is on the automotive industry, but for the last eleven years, MBtech Management Consulting have been working on international projects in the mobility, aerospace, life science and telecommunications industries.

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