# INTERVIEW
# SECOP SLOVAKIA (SKS)

**Customer Service at Secop Group**

Zlaté Moravce – Slovakia, September 17, 2025

**Interview with Lenka Stredova – Customer Service Representative, Secop s.r.o.**

**What are some key steps we take to ensure customer satisfaction at Secop?**
We have a deep understanding of our customers' portfolios and market focus. This knowledge allows us to provide customized services, ensuring we respond in a timely manner and take appropriate action. All relevant information is published, clearly communicated, and specified, so our customers can effectively plan their production and activities.

**Tell us about positive feedback received from customers.**
We consistently receive very positive feedback from our customers. We ensure all information about our products and schedules is released on time. Our Customer Service professionals are highly skilled and make important decisions based on careful consideration of specific customer needs.

**Describe a recent situation where you successfully resolved a challenging customer issue. What strategies did you employ?**
We recently received a very urgent request for compressors manufactured in China, but the standard shipping time would have been too long. We quickly found a solution and arranged for an urgent production run in China with air freight. Special shipping costs were negotiated and agreed upon. After the deal was successfully completed, we received excellent feedback from the customer.

**Secop GmbH**
Lise-Meitner-Straße 29
24941 Flensburg
Germany
Tel: +49 461 4941 0
**www.secop.com**

Secop is the leading expert in advanced hermetic compressor technologies and cooling solutions for commercial refrigeration. We develop high-performance stationary, medical, and mobile cooling solutions for major international manufacturers.
Secop is the best choice for cutting-edge hermetic compressors and electronic controls for light commercial and DC-powered refrigeration applications.
With over 1,000 employees worldwide, Secop has production sites in Slovakia and China and has research centers in Germany, Slovakia, China, and the USA, including a dedicated Motor Competence Center (MCC) for electronics and motor control development.