

# INTERVIEW SECOP CHINA (CNS)

**SECOP**

## Customer Service at Secop Group

Tianjin – China, September 17, 2025

### Interview with Yao Jia (Joanna) – Customer Service Manager, Secop Compressors (Tianjin) Co., Ltd.



#### Why is customer service essential for our customers?

Customer service is the communication window and bridge between our customers and Secop. We listen to our customers carefully, answer their questions meticulously, solve their problems with heart and dedication, and provide positive emotional value. We ensure customers have a professional, efficient, and considerate service experience. We strive to establish a good relationship of mutual trust with our customers.

#### How does customer service contribute to customer satisfaction?

By listening carefully to customers, fully understanding their needs, and providing fast and personalized solutions. In the close and pleasant interactions with customers, they feel our efforts and sincerity. The satisfaction of our customers is our goal and motivation.

#### What are the main challenges your team faces, and how do you overcome them?

In the face of the continuously growing number of customers, the main challenge is managing a high volume of requests while maintaining high service quality. To overcome this, we focus on ongoing team training and promote a culture of collaboration and problem-solving. We keep in mind the preferences, unique needs, and history of each customer, and try to anticipate customer needs through analysis to find the most suitable solution effectively.

#### What makes your customer service team unique?

Our passion for customers and our dedication to exceeding their expectations. We are a team made up of empathetic, competent, and proactive individuals who work together to deliver an exceptional customer experience. We believe that every interaction is an opportunity to strengthen our relationship with our customers.

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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.