

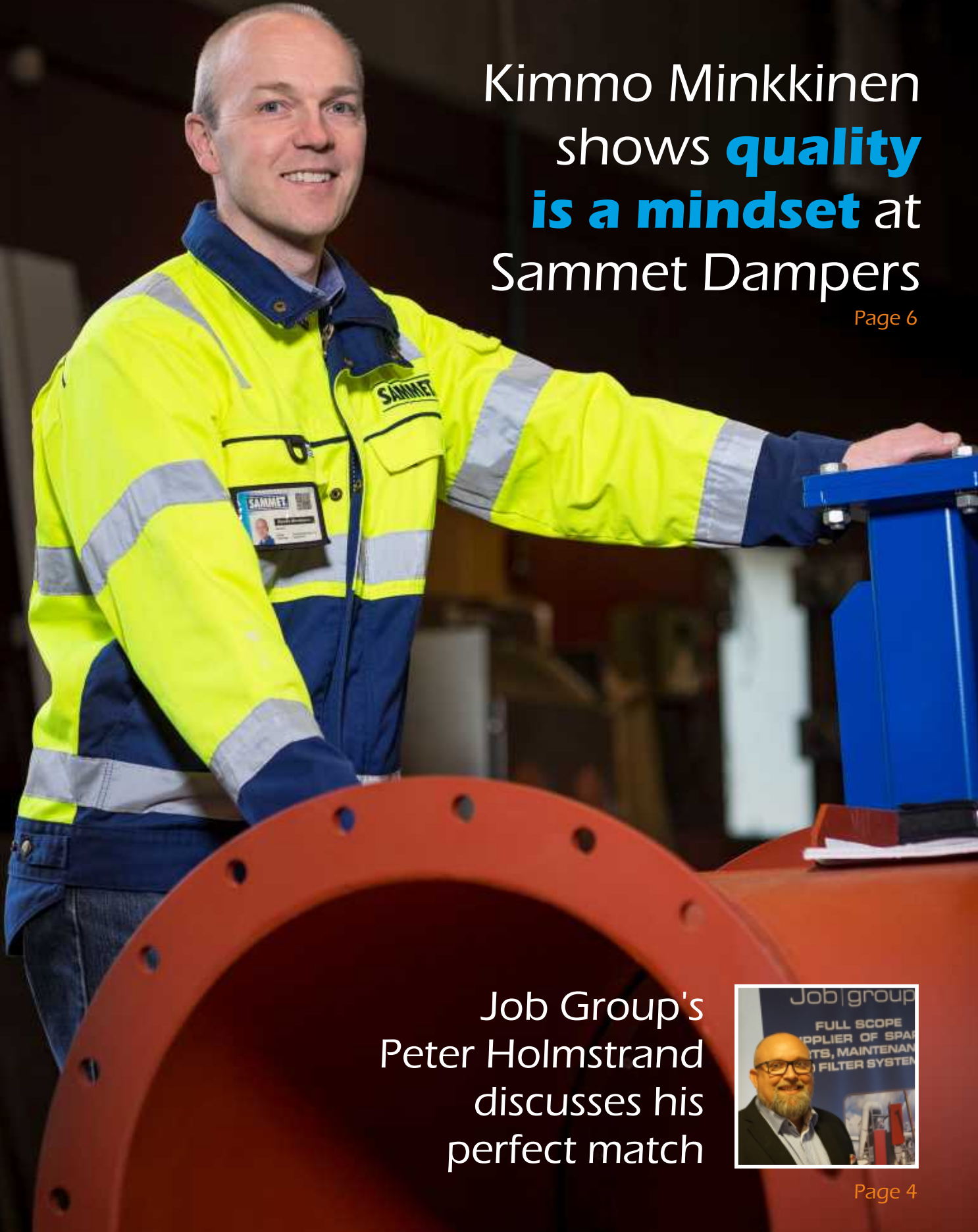
# SAMMET

# REVIEW

Sammet Dampers Customer Magazine | 2017

Kimmo Minkkinen  
shows **quality**  
**is a mindset** at  
Sammet Dampers

Page 6



Job Group's  
Peter Holmstrand  
discusses his  
perfect match



Page 4

# Editorial



## Welcome to the first issue of Sammet Review!

We have been publishing our own Sammet Dampers customer magazine in Finland, since 2006. Encouraged by our Finnish readers, and with our operations continuously expanding globally, we have decided to start an internationally focused, English language, sister magazine. To better connect and reach you, our valued customers and partners, we proudly introduce our first issue of Sammet Review to you!

Our business philosophy is to provide high-quality industrial dampers tailored to our customers' needs. Quality is the mindset affecting every part of the production chain, as our Quality Manager, Mr **Kimmo Minkkinen** highlights in this publication. Check out pages 6-7 to find out how we inject quality into all facets of our work - from design to engineering, manufacturing and after sales services. According to our latest customer satisfaction study, our customers continue to be very satisfied with the quality of Sammet's products, services and processes.

In this magazine, you will also learn from one of our Swedish partners, Mr **Peter Holmstrand**, Senior Purchase and Supply Chain Manager of Job Group, why he thinks Job Group and Sammet are a perfect match.

With Sammet Review, we aim to introduce you to our Sammet family and share the ways in which our offerings can meet your needs. Open and frequent communication is a cornerstone of our working methodology. Therefore, we would love to hear your opinions about this magazine! Or anything that you have on your mind about Sammet or our operations. Kindly send your feedback or questions to [dampers@sammet.fi](mailto:dampers@sammet.fi) or give us a call. We are here for you!

**Pertti Mehto**  
Managing Director

# News

## Sammet exhibition at energy and power events



As a top quality supplier, Sammet actively participates in the Energy sector's most important, international events. It is a chance to connect with as many partners and customers as possible.

Held annually in late June, **POWER-GEN Europe and Renewable Energy World Europe** hosts a comprehensive, world-class conference, where the power industry meets to network, gather information and compare views on shared opportunities and challenges. Attracting a global audience, it is the industry's premier event, focused on solutions for advancing Europe's energy future. You can always find Sammet at their centrally located stand, in the Finland Pavilion.

Sammet also participates in **Energia**, Finland's largest Power Industry event. Held in Tampere, this biennial, international event focuses on advancements in energy production and technologies. Sammet has been attending Energia for more than 20 years - networking, answering customer questions and sharing educational material.



# Sammet is part of Addtech

Did you know, Sammet Dampers became part of **Addtech** in 2016? Addtech is a publicly listed, Swedish technology trading group with over 2,200 employees, the majority of which are based in the Nordic countries. Addtech's core values include simplicity, efficiency, change, responsibility and freedom - a perfect match with Sammet's traditional values and work philosophy.

Together, Addtech and Sammet aim to operate a sustainable business combining financial strength, social responsibility and environmental development. At the same time, Sammet

continues to work autonomously to deliver the same customer service and quality products Sammet customers expect. Being part of a bigger, stronger network gives Sammet great flexibility and a means to further expand their international presence, as well as better meet customer needs.

Learn more about Addtech at [www.addtech.com](http://www.addtech.com)

**ADDTECH**

## Customers continue to rate Sammet highly

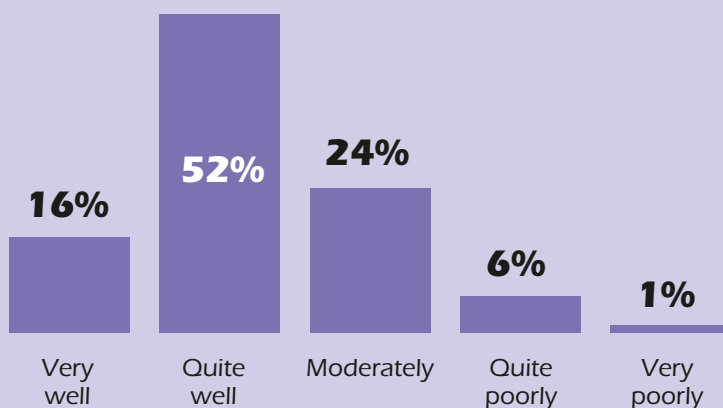
**"Would you recommend Sammet Dampers to your colleagues or friends?"**

**45%** Yes, absolutely

**36%** Yes, very likely

Total **81%** of respondents would recommend Sammet Dampers to their friends and colleagues.

**"How well do you know Sammet Dampers as a company?"**



In our bi-ennial customer survey, Sammet employees received a very high 87% satisfaction rating from customers, who continue to be most satisfied with our staff's mix of expertise and friendliness. Satisfaction with Sammet's processes, covering sales bidding to delivery, rated 84% - an increase from prior years. Compared with 2015, satisfaction has increased with our contracting processes, with customers agreeing that "the contracts are understandable" and "the contracts are in accordance with my needs".

Regarding Sammet's products and services, customers were most satisfied with product sustainability, quality and functionality of products and services. We are proud that over 80% of customers would recommend Sammet to friends and colleagues.

# A perfect match



Job Group's production facilities are located in Kinna, Sweden. Peter Holmstrand and Production Manager Anna-Karin Proohf quality check textiles before they are dispatched to customers.

The best customers are happy customers. Peter Holmstrand, Senior Purchase and Supply Chain Manager of Job Group, headquartered in Sweden, shares his experiences of working with Sammet Dampers and how their partnership helps produce happy customers.



## Job Group

Job Group is one of the few textile companies in Northern Europe that keeps the entire production chain - from the fibre to the finished product - in-house, giving customers access to expertise and infrastructure under one roof. Job Group is headquartered in Kinna, Västergötland, Sweden which places it strategically within easy reach of its customers. Job Group customers include processing, manufacturing and mechanical engineering companies, and users of products made from high-performance textile materials in the Nordic region, Northern Europe, and worldwide.

Working closely with customers and strategically selected partners, Job Group aims to use all its experience and technical expertise to develop, manufacture and market technical products and services with high functional value for all its customers.

In 2016, Job Group had 200 employees, and the turnover was 31 million euros.  
[www.industritextil.se](http://www.industritextil.se)

**“We share the same thinking around products and function, customer demands and how to work with quality assurance”**

A lot rests on the shoulders of purchase and supply chain managers. For one thing, they must ensure that their business can deliver products to customers in a timely and reliable manner, to exact specifications. To this end, purchase and supply chain managers are constantly looking to improve productivity, quality, and efficiency of operations. Expectations are high from customers, as well as those within the business. Therefore, it is important to find the perfect match between supplier and manufacturer.

Supply chain management is critical to a business' success and **Peter Holmstrand** is very particular about who he selects as business partners. Every product that reaches a customer is a reflection on his business, and represents the cumulative efforts of an efficient and effective organisational supply chain, made up of strategically aligned business partners. “Systems, including process capability, production capacity, calibre of planning, and product tracking must be robust enough to cater for our needs”, explains Holmstrand.

To manage and minimise reputational risk, Holmstrand prefers to work in a very transparent way, setting clear objectives for his partners. This is why for over 20 years, Sammet has been considered a first tier, trusted supplier for the Job Group. “The first time I came into contact with Sammet I felt an

instant connection and when I learned more about their values and business strategy, I felt even more confident that they were a perfect match for the Job Group. Sammet's competence and know-how about dampers really gives us a competitive edge in helping our customers achieve the functionality they require”, says Holmstrand.

### **Working together for customer satisfaction**

Sammet's products are indispensable in helping the Job Group meet its objectives. Whether a Job Group customer requires particle suction in its production process or emissions management, Sammet's bespoke dampers are an integral component of the products delivered.

Holmstrand reiterates that to perform well and remain a leader in their field, they must have an excellent network of suppliers with the appropriate expertise to properly support Job Group's total supply solutions. Holmstrand quickly adds, “We are also a provider of services and spare parts to the industry in Northern Europe and therefore, need our partners to have strong reputations in the same area”.

The Job Group-Sammet partnership goes beyond a simple supplier-customer relationship. Whether the Job Group commissions their own designs or requests Sammet engineers develop designs, the Job Group relies heavily on Sammet's expertise and knowledge to find the right solution for their customers.

Holmstrand stresses that “Sammet is a real project partner when it comes to designing the types of dampers needed to get the best result for our customers. We need suppliers who use the latest technology and innovations, including taking account of environmental and emissions requirements”. Due to Sammet's intimate knowledge of its needs, Job Group also takes advantage of Sammet's aftersales services, such as spare parts acquisition. “Sammet's competitive edge is their commitment, competence and quality assurance – and all in the right price range”, says Holmstrand.

### **Common values make work easy**

To ensure the Job Group is moving forward in accordance with its plan, vision and continuous improvement philosophy, Holmstrand's days are filled with meetings and lots of travel. With similar approaches to work and common values, Holmstrand says co-operation with Sammet is very easy. “While there are quite a few shared values between the Job Group and Sammet, what stands out most is that we share the same thinking around products and function, customer demands and how to work with quality assurance. It is reassuring to have such an established and long relationship with a trusted supplier”, affirms Holmstrand.

Holmstrand says the difference between working with Sammet and other suppliers is Sammet's focus on the end-user's functional needs. “Sammet acts more like a partner to us than a supplier. We share the same goal of achieving the functionality required by the customer, in the best possible way”. When it comes to recommending Sammet, Holmstrand is clear: “The Job Group stands for high-end quality solutions and functions, and if you are looking for a partner in the damper business with the same values, Sammet is your choice!”.



# Going the distance for

# quality



Quality management focuses on creating quality products to satisfy customer needs. Mr Kimmo Minkkinen, a Product Group Manager, is responsible for Sammet Dampers' quality assurance. He discusses his philosophies on quality management and shares valuable tips about how to choose a damper supplier.



“Quality is not just something you do before sending products out. Quality is a mindset affecting every part of the production chain”

A keen marathon runner, **Kimmo Minkkinen** understands the importance of perseverance and patience – vital skills in quality management. His meticulous attention to detail has shaped Sammet's continuous improvement culture for over 20 years, making it the leading industrial damper developer and supplier in Northern Europe. Sammet employees, in their modest, Finnish way, are all proud of their business. A scale model of a Sammet damper and the Finnish salutation “Terve”, always greet you as you enter the Sammet office.

In Finland, considerable weight is attached to words. Finns tend to say little but what they say has value and meaning. So when Minkkinen explains that his most important task is “to make sure our customers really get the products they have ordered”, it must be taken seriously. Working closely with Sammet's quality control experts and customers, Minkkinen monitors quality levels from the design and manufacturing phases, through to customer service and delivery. In his experience, an inadequate quality management system can be disastrous. For example, unidentified welding defects can result in plant shut downs, delays, economic loss, safety issues, increased reputational risk, and regulatory breaches – not something he wishes for his customers.

### Choosing your supplier

Minkkinen stresses the importance of proper due diligence before buying decisions. ISO 9001 and ISO 14001 certification, reflecting minimum standards of operations, are a given for any reputable engineering company. However, many buyers fail to ask companies *how* they acquired ISO certification. Certification assessments by paid consultants might work for some, but not for Sammet. Their continuous improvement philosophy demands all employee functions and tasks be reviewed daily. Systems and processes are constantly compared with ISO standards, to ensure compliance. Systems are externally audited every year, and internally audited every three years. Employees receive quality management training and Sammet's weekly routine involves openly discussing inspection feedback and customer claims. “Quality is not just something you do before sending products out. Quality is a mindset affecting every part of the production chain”, reiterates Minkkinen.

A buyer's own audit can also provide valuable insights into a damper supplier's operations. Minkkinen sees customer audits as valuable: “We are keen to get an objective, critical eye over our production and delivery processes”. To help cus-

tomers improve their own operations, Sammet likes to undertake customer plant visits whenever possible, to inspect their products and get feedback from actual operators. During these visits, Minkkinen finds that customers realise they can benefit from a range of other Sammet services, such as technical examinations and reports, repairs, installation and manufacture of component parts, and quality management checks for pre-existing dampers. “We try to help our customers run their plants smoothly”, emphasises Minkkinen.

Finally, buyers must trust they can access the experts who will be working on their project. “We are a small company compared with our competitors but behind each and every one of our operations, we have a face. When a customer calls, they speak directly with the person responsible. It's not just business to business. It's a personal relationship”. Sammet engineers are involved from project initiation to completion and delivery, building trust and rapport between supplier and customer. Customers consistently rate Sammet's trust and reliability as high. “When you have built trust, a visit to the workshop feels like a visit to a friend. Possible issues are easier to discuss

when you know people personally. Even if you find a fault or deviation, customers know we are trying our best to fix the issue”.

### Continuous innovation

In a quality culture, the customer's needs are paramount. With this in mind, Sammet continues to balance innovation with quality and environmental responsibility. One of Sammet's improvement projects is ensuring its shipping customers meet new emission obligations, effective from 2020. Sammet is at the forefront, and almost all emission limiting equipment in big cruise liners made in Europe comprise Sammet 3-way dampers. In fact, 3-way dampers are Minkkinen's favourite product: “They are a complicated and technically challenging product but produced for a good purpose – making the reliable operation of emission limiting systems possible”.

Like the detective novels he reads, Minkkinen is always investigating ways to improve quality and meet his customers' needs. As a marathon runner, he is always going the distance to ensure Sammet's quality culture benefits everyone.



## Q&A

Sammet experts answer a range of customer questions

### 1. We have very specific needs. What types and size of dampers can you deliver?

From louver and butterfly dampers to guillotine dampers, we work directly with our customers to produce any type of damper required. Each damper is individually designed and manufactured to meet customer needs, including all quality, environmental and regulatory specifications.

Our bespoke designs can produce any damper size. As a guide, round ducting generally range from small manual flaps to massive disc dampers, with sizes from Ø50mm to over Ø6000mm. Our rectangular ducting can range from 100mmx100mm to 8000mm x 8000mm. However, we have no limits on what size of damper we can produce.

You can find out more about our range of products and services at [www.sammet.fi](http://www.sammet.fi)



### 2. We are an international company working in a very competitive market. What is Sammet's global reach and where do you deliver?

Sammet can deliver to all continents – from urban and developing areas, to major cities and jungles. Over 90% of the dampers we produce are installed outside of Finland - 50% are for direct exports and 40% for indirect exports. With our new parent, Addtech, our reach and global networks are constantly increasing.

### 3. What is the difference between dampers and industrial valves? Can we order industrial valves from Sammet?

Dampers control the flow of air or gas, for a maximum pressure of up to 50 kPa, depending on the damper size. Sammet damper temperatures typically range from -50°C to +850°C. Valves also control the flow of fluid, and can handle more pressure and heat than dampers. Sammet dampers can replace industrial valves when certain parameters exist, making you significant cost savings.

## SAMMET REVIEW

**Publisher:**  
Sammet Dampers Oy  
**Layout and graphics:**  
Mikko Sammasmaa  
**Cover photo:**  
Tero Takalo-Eskola  
**Production:**  
Diverstas Oy

**Diverstas**

**Press:**  
Eura Print Oy, 2017

**SAMMET®**

Sammet Dampers Oy  
Virastotie 2  
FI-40950 MUURAME  
FINLAND

Phone +358 14 339 1650  
Fax +358 14 339 1690

E-mail: [dampers@sammet.fi](mailto:dampers@sammet.fi)  
[www.sammet.fi](http://www.sammet.fi)