

Get To Know our Team!

My motto : 'The strength of a team
is what makes the difference'



ARNAUD KLEYNEN

CUSTOMER ENGINEER MANAGER



1

How would you describe your function and your role within A&R ?

As Worldwide Service Director at A&R, my role is to ensure that our customers receive the highest level of support throughout the entire lifecycle of their machines.

On a daily basis, I lead and support our service teams to ensure the successful installation and commissioning of new machines, as well as the deployment of new functionalities at customer sites. I am also responsible for ensuring that our after-sales service operates at the highest standards, covering preventive and corrective maintenance, troubleshooting and machine optimizations to continuously adapt our solutions to our customers' evolving needs.

From a long-term perspective, one of my key objectives is to harmonize our service approach worldwide by working closely with our subsidiaries and partners. The goal is to ensure that every customer, wherever they are located, benefits from the same high level of expertise, efficiency, and responsiveness.



2

What kind of projects you are currently involved in? For you, what is your favorite or most interesting project so far?

Currently, I am involved in several projects at group level, where we are discussing how we can improve our service by making the best use of the strengths within our group.

This is a very interesting project because we need to find the right balance between the experience of our technicians, the local presence of our service teams close to our customers and the resources available across the group. Our main priority is always the customer. We want to use the strength of the group to provide better support, faster response times and the best possible service to our customers.

In general, what I enjoy the most is the contact with our customers through the different projects we work on. Understanding their needs, solving challenges together and seeing the results of our work is what makes these projects so rewarding.



3 What aspect of your job do you enjoy the most?

What I enjoy the most about my job, beyond the technical aspects, is the team spirit and the daily interaction with people.

Every day is different, with new challenges and new problems to solve. I like working with teams that can quickly adapt, share ideas and work together to find the right solution. I also enjoy working with other departments at A&R, because combining different skills and experiences helps us to move forward together.

Another aspect I really appreciate is working with people from different cultures. Everyone has a different way of looking at challenges and finding solutions.



One of my main challenges is finding the right balance between creating a strong global service approach while keeping the flexibility and customer proximity that make our teams successful.

Another important challenge is to continue developing our service organization by sharing knowledge and experience across our teams worldwide. We need to make sure that we use the strength of our group to provide the best possible support to our customers.

Finally, as customer expectations are always increasing, we must continuously improve our responsiveness while maintaining the high level of expertise and quality that our customers expect from A&R.



I'm happiest when...

I see my team members grow, gain confidence and autonomy and work together as one team to share knowledge and solve challenges.

