



## «A COMPANY WITH- IN THE COMPANY»

### Ruhan and Jolande on the challenges and successes in spare parts management

In spare parts management at Noventa, everything runs like a well-oiled machine – thanks to Ruhan and Jolande. Together, they tackle the daily challenges in a department they jokingly call a «company within the company».

«We're like a small company within Noventa,» explains Jolande. «There are so many details that have to be just right to keep our customers satisfied.»

#### From Device Manufacturing to Spare Parts Management: A Steep Learning Curve

Ruhan joined Noventa in March 2022, starting in device manufacturing before moving to spare parts management just a month later. «It was a big adjustment, but I learned a lot from Jolande,» she says gratefully. Jolande, on the other hand, looks back on an impressive 15 years at Noventa, the last seven of which she has spent in spare parts management. «I've worked on every production line – Shower toilets, mirror welding, repair. You could say I've really seen it all,» she adds with a smile.

#### A Well-Oiled Team: Planning, Coordination, and Precision

Daily work in spare parts management requires a great deal of organizational skill. «We plan production orders, order materials, and coordinate with shift supervisors,» Ruhan explains. «It is crucial to meet delivery deadlines and keep track of everything.» Jolande adds, «Spare parts management isn't something you learn overnight. We started small, but over time, our customer base has grown.

#### Passion for Perfect Service: Pride in Every Detail

Both take great pride in how seamlessly they work together. «We divide tasks and can rely on each other completely,» says Jolande. «Sometimes, just a glance is enough, and we know exactly what needs to be done. That's what makes us strong.» But not everything runs smoothly. «When materials run out or we face long waiting times, it's frustrating,» Ruhan admits. «And everything has to be perfect before it leaves our facility,» Jolande adds. «The customer expects 100 percent. Service is in our DNA – everything has to be just right.»

#### Daily Challenges: Exciting Large Orders and International Shipments

Their work brings new challenges every day, and that's what keeps it exciting. «I love it when big orders come in, like the 21,000 modules for a major customer or our first international order,» says Jolande. «We had to make sure nothing was missing – especially when shipping to Australia. That was a real challenge, but it's exactly what makes our job so diverse.»



Fotos: Lynn Hasler

#### When Dreams Come True: A Day in Another Department

If they could take over another department for a day, both have clear ideas. «I'd love to work in logistics and drive a forklift,» Ruhan laughs. «Or at reception—welcoming people would be fun.» Jolande, on the other hand, is curious about customer service: «I often process orders but never see the faces behind them. I'd love to know who our customers are and how they work.»

#### Proud of Milestones: A New Spare Parts Concept and Personal Growth

Jolande is particularly proud of her revised spare parts concept for a long-term customer. «They adopted it exactly as I designed it, and now it runs smoothly. A lot of heart went into that.» Ruhan, in turn, is proud of how much she has learned in such a short time and that she can now work independently.

#### Lottery Luck and Future Dreams: What Ruhan and Jolande Would do

#### with a Win

To wrap up the conversation, Jolande shares a story that proves she's had a bit of luck in real life, too: «Thirty years ago, I won 12,000 Schillings in the lottery—that was just enough for a small used car. Today, if I won, I'd set something aside for my kids and maybe buy a little house by the sea, in Croatia or Slovenia. But honestly, I already have everything I need.»

Ruhan, on the other hand, would buy a house with a pool, take her family on vacation to the Maldives, and invest in real estate and stocks. «Better safe than sorry,» she says with a wink.

Both agree that spare parts management at Noventa is like a «company within the company,» overcoming challenges every day—with one clear goal in mind: **satisfied customers and a perfectly running operation.**

