

CASE #3 - A major European Car Manufacturer

Trescal is a long-term partner dedicated to quality



#Challenge

Since the mid-1990s, Trescal has been responsible for **managing** and **calibrating** test equipment at the R&D center of a large European Car Manufacturer. The client then decided to launch a call for tenders.

Their selection process was based on a method commonly used when purchasing parts from subcontractors, where price is the determining factor.

In its response, Trescal **clearly defined a floor price** that would ensure the appropriate level of service for the client. One of the applicants then submitted a bid 50% lower than the others. Trescal chose not to match this bid as we were **convinced that this would be detrimental to the quality of service.**

#Summary

Approx. contract value

> **500K euros per year**

 **1 technician permanently on site**

 **40 000**

instruments registered, 20,000 which are in active use and cover all domains of measurements and several on-site test branches

Client satisfaction is achieved through a **fair balance** between **price, quality** and **range of service.**

The new 3 year contract has been extended by 5 years, reflecting the Automotive Manufacturer's desire to **build a long-term partnership with Trescal.**

#Response provided

One year after signing the contract with a new subcontractor, the Car Manufacturer contacted Trescal again. The company that had been given the contract was ultimately unable to provide the services requested by the client at the price agreed upon. The contract was therefore terminated and **Trescal became the Service Provider for this major Automotive Group again.**