



# **Y**QUALITY

## Yanmar Aftermarket Quality Principles

The Yanmar Aftermarket Quality Principles are based on strong and essential values to deliver to you the best service, quickly, wherever you are. Through 4 major pillars, we offer you a premium service for maximum satisfaction.



### **Yanmar Genuine Parts**

Genuine parts are specifically developed for Yanmar products and guarantee safety and reliability while reducing machine downtime. Our Parts Distribution Center ensures a fill rate of 96% to meet your needs in the shortest time and so be the ideal partner for your productivity.



### **Yanmar Training**

The Yanmar Training Center receives and trains more than 800 official dealer employees each year. The center has a didactic workshop of 250m<sup>2</sup> and a dynamic demonstration area of 1500m<sup>2</sup>, equipped with an array of products from our range. This high level training of your technicians leads to Yanmar Premium know-how.



### **Yanmar Technical Support**

Our team of Aftermarket Managers spread their technical expertise throughout the entire Yanmar network. In constant connection with our quality teams, they ensure customer feedback and thus contribute to the continuous improvement of our products for your ultimate satisfaction.



### **Yanmar Warranty**

Customer satisfaction is the heart of Yanmar warranty. Much more than a contractual obligation, our Warranty Extensions will fill you with confidence in our products.

The founding values of **YQUALITY** principles.

Service  
Availability

Respect  
Reliability

Precision  
Commitment