

“That's when I know I succeeded in my job.”

Valtteri Rapo, who works as a maintenance technician in Naantali, Finland, about what it means to him being a productivity producer.

– Acting as a productivity producer means supporting the customer in the daily work, taking care of things in the best possible way and trying to be involved in the customer's wildest plans whenever possible. If the customer wants us to develop and bring new perspectives, then we are fully committed to achieving that. The aim is to create the best customer experience for the customer. That is when I know I have succeeded in my job.

This is where Valtteri and the whole team have succeeded. The customer is satisfied with the unit's work and Valtteri has also personally received positive feedback on his commitment to safety and improving operational efficiency.

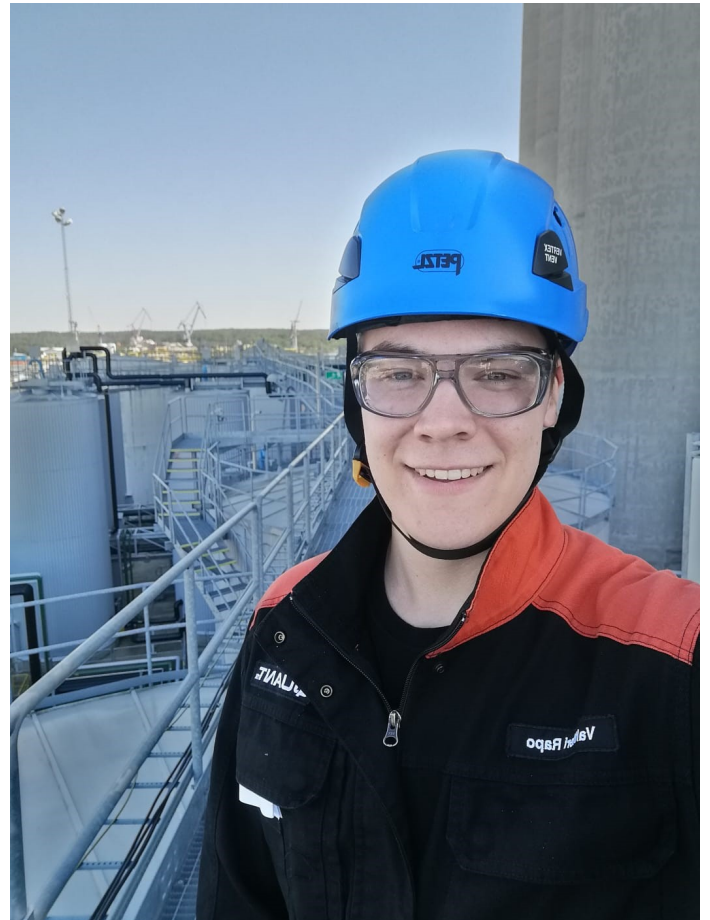
As a company, our goal is to achieve a long-term maintenance partnership with the customer, where trust and active interaction work seamlessly. Safety thinking has been a unifying factor.

– Safety thinking comes naturally for me, I am a safety-oriented person and I consider it an important matter, that the necessary trainings are conducted, and guidelines have been understood before starting to work. When the working team's mindset is the same, you can be confident that everybody gets home safely. There is no need to fear that something will happen when everyone is committed to following the same safety instructions.

"It is rewarding and eye-opening"

Safety development is by no means perceived as extra work, but as a natural part of daily work. Although Valtteri has only a few years of working experience, he says that his current job is the most meaningful place he has ever worked.

– I do not think that safety should be something you are forced to do. Reports are not made because they are mandatory, but because our own safety and the ability to improve depends on them.



– For our part, we strive to be 100% involved in the continuous development of safety. It is rewarding and eye-opening when there is an opportunity to participate in the development and when the customer trusts our opinions.

Valtteri sees that the strength of his own team is a good team spirit, safety thinking and good cooperation with the customer.

– We have not yet encountered a situation which we could not handle, Valtteri laughs.

– Great teamwork has enabled learning from already highly skilled and experienced colleagues, and they have been happy to give advice. My goal is to be a multi-expert in the field, and I am on my way to that. It is awesome that when we work at Quant as one team, there is always someone who is an expert in a certain area. Sometimes that person is even found on another site.