

New tasks for BMA MENA Industries

In 2012, BMA MENA Industries (BMI), which is based at Tunis, Tunisia, expanded their engineering capacities, successfully completed projects that had already been underway, and secured new orders. In particular, the order placed by Etihad Sugar, Iraq (see also the report on page 40) deserves special mention.

In the course of that year, BMI also strengthened its organisation and restructured its spare parts service for customers in the MENA region. For this purpose, members of the Tunis staff were sent to Braunschweig for training, and were then put in charge of the regional service centre.

The services provided by BMI comprise the short-term scheduling and deployment of local service experts, in addition to dealing with enquiries and orders for spare parts. The BMI staff are, of course, equally happy to help with all other problems or concerns – be it in Arabic, French or English.

Whenever it is necessary, the team in Tunis can rely on assistance from Braunschweig, so optimal solutions can also be offered for highly complex tasks. With its reliable and excellent work, BMA MENA Industries have become a well-established partner in its region. For the company this is an incentive to further strengthen its capacities and presence in all of the region's key countries in order to meet the growing demand.

Dr Mohsen Makina



Hanen Oueslati and Imen Sofrani

(left to right)

of the Tunis service centre

- Partners for complete tailor-made solutions
- Short response times and comprehensive customer service
- German quality paired with local know-how
- Efficient process
- State-of-the-art equipment and technology