

# “We take care of our customers. Give them every bit of service we can.”

- NISHANT UNNIKRISHNAN  
APPLICATIONS ENGINEER

## FOLLOWING FOOTSTEPS

Nishant Unnikrishnan has always been impressed with the longevity of the associate careers at Yaskawa.

“I’ve been with Yaskawa for 16 years and the longevity of the associates is incredible,” he said. “There’s a continuation of the culture through the people that stay so long. It’s like a family really, and, you just don’t jump to another family.”

Nishant (Supervisor, Applications Engineering, Motion Division) says continuity leads to not only tight knit working groups but consistency in product quality.

“Being together for years, it leads to a closeness where you can feel comfortable sharing your daily life with your teammates. You get to know each other. It helps you get along in life and at work when you feel close to the person working next to you.”

“Longevity is important from a technical point of view as well. You rely on consistency in process. You know what to expect from each other, which means there is synchronization in your group’s work. You can’t do that easily if you have breaks in the line of people you work with. We understand each other. We understand the technology. Those are great assets to the company.”

And those assets lead to what Yaskawa is known for most of all among its customers - QUALITY.

Nishant started with Yaskawa in 2007 as an Applications Engineer in the motion group. He moved to Chicago to take on a very technical job supported with rigorous training. He soon became a jack of all trades in the group.

“It took some time to learn the job, but my bosses supported me. It was a very satisfying learning experience. And very eye opening.”

Part of the experience was seeing firsthand how seriously Yaskawa holds itself to high quality standards.

“Yaskawa stands for quality above all,” Nishant said. “I would like customers to think of quality when they think of us. Be it product functionality or customer support. In my job, I try to make sure people think about us as giving them a quality product. We take care of our customers to the best of our abilities and find help if it is beyond our capabilities. We aren’t going to walk away at 5pm and say we’ll get back to you in the morning.”

“Continuous improvement is something we have in our work culture. We’re always looking for ways to improve the customer experience. It’s something I saw as a young engineer here. My managers always said “we don’t have to charge for every hour or every task. But WE ARE going to do everything we can to make our customers smile.” It’s an attitude we had back then and still have today. I am following in the footsteps of the people before me.”

