



**SIEMENS**  
*Ingenuity for life*

# Siemens Busway Factory

A Sustainable Solution for Green Cities

[www.siemens.com.vn/busway-factory](http://www.siemens.com.vn/busway-factory)



## About us

Established in 2005 in the heart of Vietnam Singapore Industrial Park (Binh Duong, Vietnam), our Factory has been supplying Siemens busbar trunking systems for more than 12 years, delivering to more than 33 countries as of September 2018. Our global Siemens busbar trunking system portfolio has a long and proud history as the top-of-the-market quality manufacturer, consistently being amongst market leaders in busbar trunking system industry.

### Key factors that make us unique:

- Siemens Busway Vietnam Factory is the first and remains the only true global busway brand in ASEAN with 10 countries and 9% of the world population
- Our Factory's market footprints can be found worldwide across 5 continents.
- Our four WOW factors have consistently been welcome by our customers, highlighted by the average customer satisfaction score of 4.9/5

The passion of our Busway Family remains as strong today as it was 12 years ago as we are committed to being one of the most sustainably growing factories in Vietnam.

## Our Vision

- To be one of the most sustainably growing factories in Vietnam

## Mission

- To become one of the most reliable busway factories all over the world with acceptable price, highest standard, strong after-sale services and lowest customer complaints
- To become the unique choice of sustainable solutions for green cities

## Message from the Plant Director



The market for busway products is getting tougher these days due to fierce competitions in terms of price among producers and suppliers. Besides, customers usually expect high-quality products and premium service at a reasonable price. What should we do to tackle these challenges?

At Siemens, we have been implementing a number of firm measures in order to lower our cost while at the same time, strictly follow the IEC standards. Our cost saving program "Design to Cost" (DTC) enabled us to be more efficient and more effective in our operation whereas our core product values remain unchanged.

For us, a product is not all about price but it's the values integrated inside itself that strongly matter. With a glorious history of more than 171 years and being well recognized as a famous brand all over the world, busway from Siemens is holding such values. For us, achieving and sustaining customer satisfaction is one of our strategic objectives, which are strongly supported by our mission: "to become one of the most reliable busway factories across the world with acceptable price, highest standard, strong after-sale services and lowest customer complaints".

I have a dream and I strongly believe it will become true in a near future when our Siemens Vietnam busway product is considered the unique choice for sustainable solutions for green cities.

**Hoang Ngoc Quy**  
Plant Director

## A sustainable solution for green cities

Sustainability is a key enabler for our strategy at Siemens. At our factory, we have a clear commitment to think and act in the interest of customers. We hold a conviction that our busbar trunking systems with highest quality, strong after-sales service, and acceptable price can generate the lasting value for green cities as a sustainable solution.

### Busway application

The main application of busbar trunking systems is power transmission and distribution. The advantage of such systems over cable installations is that the locations of power tap-off points are not permanent, but can be moved to any position within the entire system. Tapping power at any given point simply requires positioning a tap-off unit at that location on the busbar. The result is a flexible distribution system for decentralized power supply to a particular line or area.

The busbar trunking system provides tap-off units from 50A to 1250A for power distribution and for connecting consumers, providing the power supply for consumers in the range between 50A and 1250A. Tap-off units can be fitted with either fuse switches or circuit-breakers.

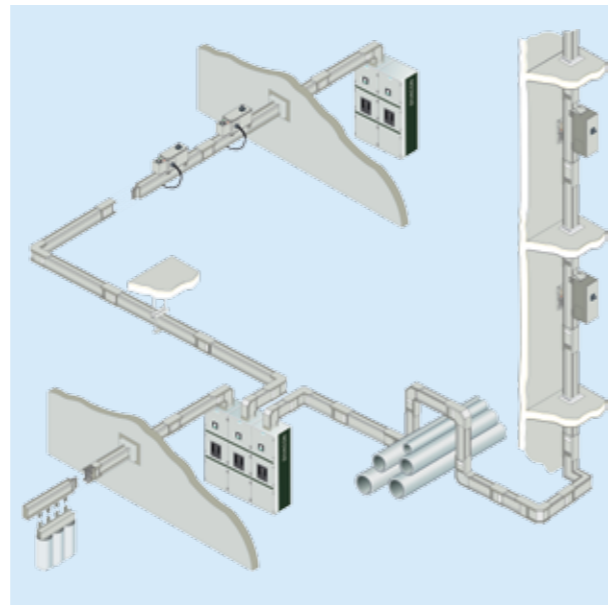
The busbar trunking system is characterized by a high degree of flexibility as it is not tied to a specific position and is particularly suitable for power distribution in multi-storey buildings.

The high degree of protection up to IP66 indoor (IP55 for power distribution)



Building applications

Building applications frequently require the flexible power distribution and the safe power supply for electronic power consumers. Hence, Siemens' LX & LI busbar trunking systems have very favorable features such as high load capacity of the neutral conductor, isolated PE conductor, and power tap off points at any place in the system



and tap-off units up to 1250A ensure reliable power supply in industrial applications with high power requirements.



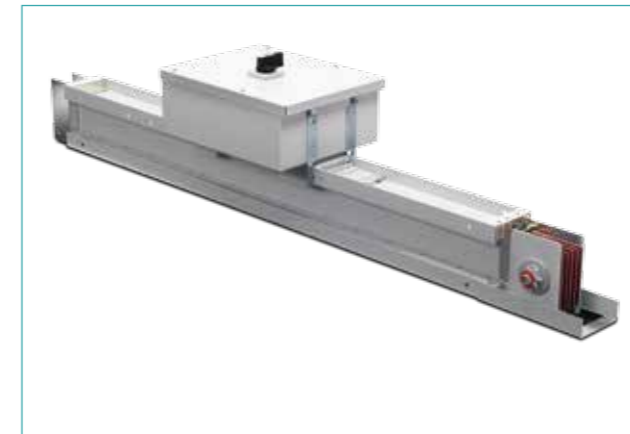
Industrial applications

In industrial applications, busbar trunking systems need to withstand high short-circuit current and provide reliable power supply. For instance, very high short-circuit currents can occur in welding lines and that requires very robust consumer LX & LI tap-offs. In operating areas exposed to fire hazards, LX & LI tap-offs' IP5X protection prevents the fire due to inflammable dust

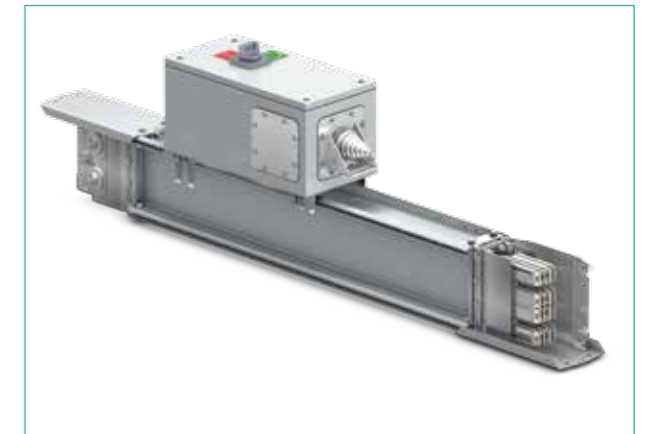
## SIVACON 8PS Busbar Trunking System

Power transmission up to 6300A with the LI & LX system is both flexible and reliable between transformers and low-voltage power distribution boards. Various transformer feeding units, trunking units, as well as junction units allow a high degree of flexibility in planning so as to meet the requirements of the specific application.

Power distribution is the main application of busbar trunking systems. The advantage of such systems over cable installations is a high degree of flexibility allowing easy modifications in the future. The LI system is the right solution where power distribution has to be flexibly implemented with horizontal and vertical busbar runs. Furthermore, its modular tap-off units allow to suit various applications. For easy integration into an energy management system, measuring devices can be built into tap-off units for a future-proof solution.



SIVACON 8PS LX busbar trunking system



SIVACON 8PS LI busbar trunking system

## Services



Your long-term success is the foundation of everything we do. Our passionate service people around the globe deliver the right services for your individual challenges today and in the future. The maintenance measures carried out by our specialists have reduced the need for repairs. Our maintenance service team is to ensure your electrical system availability – thereby protecting your business continuity. Our services include preventive and corrective maintenance, access to a 24/7 hotline for troubleshooting and expert advice. You can trust that our service team is highly skilled and deeply committed to your success and to working together with you every step of the way.



## Quality Management System

In our prime goal of Delighting customer, Quality is the department to ensure the qualification and competence in our product quality in the whole production process, ensure our product specification according to IEC-61439 Standard, Siemens standards as well as customers' requirements. All Busway products made by Vietnam factory have Type Test Certificates released by prestigious and reliable international test centers.

The factory has been certified for Quality Management System ISO-9001 since 2006, and after that, Environment Management System ISO-14001 in 2007 and Occupation Health and Safety Management System OHSAS-18001 in 2008.



Manufactured by LEAN concept and managed via Balance Score Card, Quality KPIs are defined to ensure the control of production process and product quality. Suppliers are managed via Supplier Quality per supply rate (%), Supplier Quality per failure (ppm) as well as Supplier Additional cost. In process, quality is managed via Q-Gates, reflected by First Pass Yield index, and maintained at around 100% for all manufacturing products. Besides, Non Conformity Costs are controlled and monitored monthly.

## Siemens Production System

The Siemens Production System (SPS) is a structured way to implement the "Lean" concept in our organization. At the same time, action areas specify concrete topics that need to be addressed during this journey.

It is therefore essential for all of us to focus on the overall optimization and collaboration across functions and organizations. At Siemens, we can all make use of SPS and contribute to the company's overall success through our expertise, dedication and pioneering spirit. We help to create multiple benefits: for the customers, the quality of products and services are significantly increased with shorter lead time and more competitive prices. For the employees, the motivation is increased as a result of improvements in performance, productivity, job security and working environment. For the shareholders, the commercial success is increased and sustainability is ensured. SAS has succeeded in 5S program, Shop Floor Management, TIMWOOD.



**"The Siemens Production System is the way to become a Lean Company!"**

Together with Quality Control Plan, Quality Procedures, and Work Instructions, our well-trained and professional team is using modern and specialized tools and equipments such as X-Ray machine for plating layer measurement, Conductivity tester and Hardness tester. Programmable Final Testers can carry out our quality control works from Incoming to Final Outgoing.

100% finished products must undergo and pass the final test prior to delivery.

We are proud to be the manufacturer and supplier of LX & LI Busway at local and competitive price but with world-class quality.



**"Zero Tolerance in Quality in order to Delight Customer", this is our Quality slogan & priority**

## Fastest growth factory

We are very proud to be one of the fastest growing factories in Siemens global in 2016. At the EM MS Conference (Energy Management Division – Medium Voltage & Systems Business Unit) in Nov 2016 in Leipzig, Germany, Siemens Vietnam Busway Factory were awarded with the “Excellent Growth” Factory amongst 27 factories of MS Business Unit around the world. This award highlights our relentless effort in pursuing the best quality product with supreme after-sales services. We also came in 2nd in the Best Procurement Team category.



## Continuous Improvement Program



Continuous Improvement Program (CIP) is often referred to by the Japanese word ‘Kaizen’, which means ‘change for the better’ and covers all processes in an organization. These include engineering, IT, financial, commercial and customer service processes, as well as manufacturing. As its name, CIP is a program to support the Continuous Improvement concept in SAS operation.

Through this program, all factory members can contribute their best efforts to the development of the factory via 3i suggestion system and CIP projects.

3i (Idea, Innovation, Initiative) is a Suggestion system which encourages employees to contribute and share their constructive and creative ideas about improvements in all fields of operations including productivity, material, working environment, hygiene, quality, ergonomic, etc. If the proposal is approved by CIP Committee, it will then be implemented, and its author will be rewarded accordingly.

## FLY2020 Strategy

At our factory, we define the main strategies we will focus on until the year 2020. This is also to align with our global “Vision 2020” set out in 2014 by our CEO - Mr. Joe Kaeser. The four main KPIs encompassing the four key areas of an organization: Financials, Customer, Process and Learning and Growth. Previously we have our factory strategy called HERO 2013. Since FY2016, we call our strategy FLY2020 and each one of us is very proud to be a part of this. We believe by setting the directions and communicate this to every level of our employees, we are able to align all departments and drive our employees to the common goal: To be one of the most sustainably growing factories in Vietnam. Not only communicating this to all employees, we also publish and place our strategy leaflets throughout the premise to remind ourselves. As one visitor once told us: “I feel like I am living in your ownership culture seeing your employees, always with their smiling faces, in every corner of the plant as if it were their own company

## Wonderful Outstanding Ways (WOW)



Total Customer Benefit	Perceived Value	Total Cost	Customer Satisfaction
The total perceived value of the customers is determined by the difference of the Total Customer Benefit and Total Customer Cost	The actual benefits afforded by the product and/or service to the customer	The monetary, time, energy and psychological cost components of the product/service	Analyze what the customer holds important to make it easier to meet the requirements. Once met, there is customer satisfaction.

The busway market is getting tougher these days due to fierce competitions in terms of price among manufacturers. On the other hand, Customers often expect high-quality products and premium services at a low price. At Siemens, we focus on customer satisfaction because a product is not all about price but it's the values integrated inside that strongly matters.

Using Siemens busway, customers are ensured of zero non-conforming cost. This non-conforming cost is usually 5-7% of the total contract value but is often not accounted for during Bidding stage.

To achieve that, there are 4 factors that we are proud to bring to our customers: **Excellence Engineering, Best Quality, Fast and Flexible Delivery, and Strong after-sales Service.**

Our unique and outstanding values are only for your success!

<p><b>Excellent Engineering</b></p> <ul style="list-style-type: none"> <li>• Fast response for drawing design</li> <li>• Site survey</li> </ul>	<p><b>Best quality</b></p> <ul style="list-style-type: none"> <li>• Fewer problems during operation</li> <li>• Save the cost of replacement</li> </ul>
<p><b>Fast and Flexible in Delivery</b></p> <ul style="list-style-type: none"> <li>• Fast &amp; flexible in delivery, don't worry about penalty, flexible in flexible in workforce allocation</li> </ul>	<p><b>Strong after sales Services</b></p> <ul style="list-style-type: none"> <li>• Fast response 24/7</li> <li>• Fast replacement</li> </ul>

# Siemens Busway Factory - International Supplier and Market Leader in Vietnam



**Project:** Hospital 175 - Vietnam  
**Operation Year:** 2018  
**Customer:** Ministry of Military  
**Description:** Hospital  
**Scope of Supply:** 995m LXC



**Project:** Infectious Diseases Hospital - Kuwait  
**Operation Year:** 2018  
**Customer:** Kuwait MOH  
**Description:** Hospital  
**Scope of Supply:** 2400m LIC



**Project:** Mukhtair Sheikh Hospital - Pakistan  
**Operation Year:** 2018  
**Customer:** Workers Welfare Board  
**Description:** Hospital  
**Scope of Supply:** 80m LIA

# Siemens Busway Factory - International Supplier and Market Leader in Vietnam



**Project:** Vinhomes Central Park (12 towers) - Vietnam  
**Operation Year:** 2017  
**Customer:** Vingroup  
**Description:** Residential Complex  
**Scope of Supply:** 9000m LXA



**Project:** Military Broadcasting Centre - Vietnam  
**Operation Year:** 2018  
**Customer:** Political Dpt. - Military of Defense  
**Description:** Highrise Building  
**Scope of Supply:** 754m LIC



**Project:** Landmark 81 - Vietnam  
**Operation Year:** 2018  
**Customer:** Vingroup  
**Description:** Highrise Building  
**Scope of Supply:** 1600m LXC



**Project:** Avantage Data Center - Russia  
**Operation Year:** 2017  
**Customer:** Avantage  
**Description:** Data Center  
**Scope of Supply:** 2500m LXA



**Project:** AT Data Center Sydney & Melbourne - Australia  
**Operation Year:** 2018  
**Customer:** Siemens Australia  
**Description:** Data Center  
**Scope of Supply:** 4000m LXA



**Project:** National BCC - Bangladesh  
**Operation Year:** 2018  
**Customer:** Bangladesh Computer Council  
**Description:** Data Center  
**Scope of Supply:** 285m LXC



**Project:** AA Knit Spinning - Bangladesh  
**Operation Year:** 2018  
**Customer:** Kader Compact Spinning  
**Description:** Spinning Mill  
**Scope of Supply:** 1900m LXC



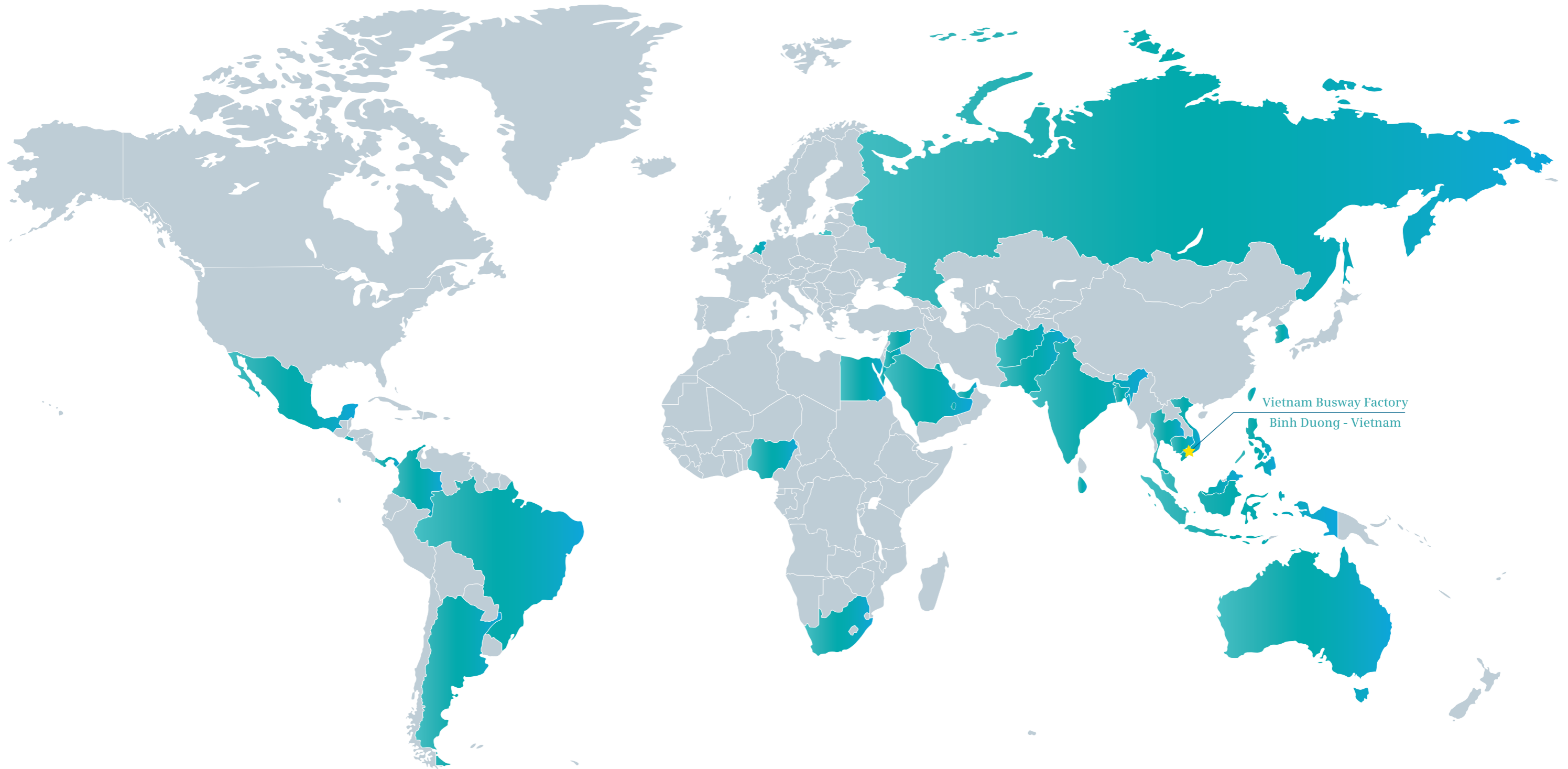
**Project:** Scania Factory - Argentina  
**Operation Year:** 2018  
**Customer:** Scania Argentina  
**Description:** Automobile  
**Scope of Supply:** 1200m LXC



**Project:** Crown BKD - Vietnam  
**Operation Year:** 2018  
**Customer:** Mendelez  
**Description:** Factory  
**Scope of Supply:** 726m LIC

## Vietnam Factory's Footprints Worldwide

---



We have delivered our products to more than 33 countries all over the world.



### Local Support

For more information, please contact our **Customer Support Center**.

**Hotline number 24/7**

+84 (274) 376 7326

(Charges depending on provider)

**Email** [buswayservice.vn@siemens.com](mailto:buswayservice.vn@siemens.com)

#### Siemens Limited

**Ho Chi Minh City**

Deutsches Haus, 7<sup>th</sup> Floor  
33 Le Duan, Ben Nghe Ward, District 1,  
Ho Chi Minh City, Vietnam  
**Tel.:** +84 (28) 3825 1900  
**Fax:** +84 (28) 3825 1580

**Hanoi**

Ocean Park Building, 9<sup>th</sup> Floor  
1 Dao Duy Anh Street, Dong Da District  
Hanoi, Vietnam  
**Tel.:** +84 (24) 3577 6688  
**Fax:** +84 (24) 3577 6699

**Binh Duong**

Siemens Busway Factory  
VSIP, No.2, Street 10, Thuan An Town  
Binh Duong Province, Vietnam  
**Tel.:** +84 (274) 376 7323  
**Fax:** +84 (274) 376 7325  
**Hotline number 24/7**  
+84 (274) 376 7326  
**Email** [buswayservice.vn@siemens.com](mailto:buswayservice.vn@siemens.com)