



## Aftermarket Job Profile

<b>Primary Work Location</b>	EMA – Field Service Locations
<b>Percentage of Approximate Travel Required</b>	10 to 25%
<b>Job Posting/Business Card Title</b>	On Site Applications Engineer
<b>Company Overview</b>	<p>Flowserve is the recognized world leader in supplying pumps, valves, seals, automation, and services to the power, oil, gas, chemical, and other industries. With more than 18,000 employees in more than 55 countries, we combine our global reach with a local presence. Flowserve is an equal opportunity employer and makes employment decisions without regard to race, gender, disability or protected veteran status.</p>
<b>Position Description</b>	<p>The On Site Application Engineer role supports Lifecycle Advantage (LCA) contracts within assigned site(s) in accordance with the defined LCA Program metrics and deliverables. Among other responsibilities, these can include assuring the Alliance's performance on the site(s), to support Balance Scorecard results and to oversee and execute the daily requirements of operations at the Alliance site(s) as defined by the governing LCA Contract.</p> <p>LifeCycle Advantage programs are structured to overcome incompatible goals in traditional Customer / Supplier relationships. Their intention is to align Flowserve and the Customers objectives into a sustainable long-term Contractual relationship focused upon improving the performance of a Customer's assets.</p> <p>Flowserve is committed to supporting a reduction of the Customer's Life Cycle Cost (LCC) against mutually agreed pre-defined metrics where the Customer also commits to a growth in Flowserve market share on site.</p> <p>In summary, an LCA program is a performance Win-Win based, collaborative and trustful relationship; where the Customer and Supplier each have common Key Performance Indicators (KPI). Both parties must be able to recognize a measurable mutual benefit from the terms of the alliance."</p>
<b>Accountabilities</b>	<p><b>People: Safety</b></p> <ul style="list-style-type: none"><li>• Lead LCA programs to the highest standards of safety in accordance with Flowserve policies. Actively support a positive Safety, Health and Environmental Affairs (SHEA) culture to reduce lost time injuries and recordable accident frequency rates and to maintain a safe hazard-free work environment.</li><li>• Complete assigned safety training on a monthly basis and to report safety and near-miss observations.</li><li>• Complete adherence to the Company and Customer site(s) safety rules and to complete JSEA (Job Safety &amp; Environment Analysis) tasks if needed.</li></ul> <p><b>People: Training / Development Initiatives</b></p> <ul style="list-style-type: none"><li>• Complete training and assigned initiatives to develop their career as agreed in follow up conversations with their manager.</li></ul>



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## **People: Share the Experience**

- Lead "Sharing Best Practices" discussion when requested.

## **Process and Technology: Continuous Improvement**

- Support the CIP (Continuous Improvement Process) Certified Associates on developing their projects.
- If Applicable, develop the yearly Lean Practitioner, Green Belt or Black Belt Project.

## **Process and Technology: Flowserve Products and Services**

- Lead the design and implementation of sealing solutions to meet customer needs and improve seal life.

## **Customer: Customer Focus**

- Act as the primary source of information regarding the design, application, installation, and operation of mechanical seals.
- Perform mechanical seal failure analysis and produce reports accordingly.
- Provide recommendations to improve equipment reliability.
- Oversee the seal upgrade process; including measurement, design, delivery, installation and operation.
- Support the MOC (Management of Change) process with all required documentation.
- Prioritize the engineering and manufacturing functions of Flowserve to meet the Customer expectations.
- Carry out reliability walkabouts and generate reports accordingly.
- Troubleshoot pump and seal systems operating in the Customer site(s).
- Lead the Alliance Implementation Team (AIT) meetings at site.
- Document QC (Quality Control) activities and present to Customer as requested.

## **Customer: LCA Site(s) Operational Performance Targets**

For all assigned LCA Contract site(s):

- Achieve LCA Scorecard targets.
- Achieve Flowstar Survey Completion % target.
- Achieve MTBR targets.
- Achieve Booking targets.
- Achieve Competitor Change Out (CCO) targets.
- Achieve the OTD (On Time Delivery) and RCT (Repair Cycle Time) targets.
- Achieve the Material Cost target.

## **Financials: LCA Financial Performance**

- Support the Organization's regional Primary Working Capital initiative by achieving the site(s) LCA Inventory Targets.
- Responsibility for overall coordination and implementation of the inventory program.
- Provide full visibility on each Inventory Category: Correct Stock, Understock, Overstock, Obsolete.
- Report on a monthly basis the inventory Buy Back Value to the Customers if applicable.
- Support LCA Ops Management to forecast site(s) material on a monthly basis.



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### **Position Requirements**

BSME degree or equivalent experience with 5+ years relevant industry experience or demonstrated capability.

Business experience as an Applications Engineer and/or Project Manager with an industrial rotating equipment manufacturer required.

Experience in a leading working style which is team oriented and values communication, participation and involvement of others.

Can demonstrate firm organizational skills.

Excellent communication skills both written and verbal.

Can demonstrate attention to detail and a process-oriented mindset with experienced mechanical aptitude and ability to manage profit and loss accounts.

High proficiency in project management tools, software and concepts.

Have a high standard of written and spoken English as well as strong PC skills and experience with Microsoft Office tools.