



Deanne Khan- Customer Service Manager

What does a typical work day look like for you and what are you currently working on?

My typical work day is customer focused. I work on orders, fulfilment and interface closely with: production, purchasing, sales and shipping. I am very excited that we will be implementing SAP in Canada beginning January 2018. There are so many benefits to utilizing a platform that will reduce manual processes and will provide a MRP system.

What is your favorite part about working for Roto?

I feel very passionate about working in a manufacturing environment again as my career began in an organization that made products that shipped internationally. Unfortunately when competing with companies that produce offshore, it hinders the sales and growth of North American manufacturers. However, what makes Roto different is our ability to be competitive through our innovative machinery and the dedication of experienced employees.

What advice do you have for prospective Roto candidates?

The advice I would provide to prospective Roto candidates is to not be hesitant to share their ideas. Roto is a well-established company and the way we can remain innovative is to encourage employees to share fresh new ideas, process improvements, and positivity.

What drew you to Roto originally? And how has it changed since?

I was very excited to join Roto because I wanted to be a part of a company that could make manufacturing in North America viable. Not only does Roto accomplish that, but the company does so in a profitable way.

What have you gained from working at RNA?

I have gained a lot of new experience in learning about this industry and what Roto offers our customer base.

If you could switch your job with anyone else within Roto, whose job would you want?

I would switch jobs with Chris Dimou, President & CEO. What intrigues me about Chris's position is that he views Roto as a whole, rather than as just North America. He sees firsthand the global impact our products have on the marketplace.

Where would you like to see Roto grow in the next 5-10 years?

As new business is acquired, the addition of staff and the expansion of manufacturing operations will be essential.

What are some key factors to Roto's success and growth?

Looking to the future, innovation through continuous improvement is key to mitigate the rising costs of key components such as zinc. As mentioned before, Roto's success can be attributed to extremely dedicated employees who strive to make the best quality products, and provide exceptional support to our customers. It definitely helps that we offer value added benefits such as customization and shorter lead times compared to our offshore competition.

What growth opportunities are on the horizon for Roto North America?

Some immediate actions which could be implemented are offering EDI to our customers. Increasing our social media presence is essential for communicating to a wider audience. Also on the tech side an App would really appeal to customers. Lastly, development and additions to staff with an emphasis on continuous improvement will assist with making RNA successful in the future.