

Profile Vehicles Oy - Magazine for customers & partners, 2017

**PROFILE //**  
**35**  
since 1982



OUR CUSTOMERS AND DELIVERIES



PROFILE'S BEST TO SINGAPORE



PROFILE TECHNOLOGY IN ITALY





# 35 YEARS OF PROFILE

in 1982, Profile Vehicles began its business under the name Ikorin Ky in the Luuniemi region of Iisalmi, Finland. The founders were the Repo brothers and Matti Sollo. Since then, Sollo and Keijo Repo retired. The current owners are Marko, Johanna, Ville and Antti Repo. The company employs some 80 people at the parent in Iisalmi, and the entire group is the workplace for a total of 160 people. The group's parent in Iisalmi is also the seat of the executive team of the group's operations and the group administration. The company also has production units in Estonia and Hungary and a sales and service office in Sweden. Group turnover is approximately €28 million from which 70% is coming from exports.

"I am happy that we have remained a family-owned company from the beginning and grown to be a significant employer. It is also great that the company will celebrate its 35-year history now when Finland is celebrating her centennial. This year is made special also by the fact that we are delivering the 6000th special vehicle, a police car, from the Iisalmi plant. On behalf of myself and the entire staff, I sincerely thank all our customers for the close and confidential collaboration," says main owner, managing director, Marko Repo.



# PRODUCT DEVELOPMENT AND MANUFACTURING WITH THE BEST METHODS

Products—whether they be a vehicle or a life cycle service that guarantees cost-efficient operation of the vehicle—are the most visible part of our business. People and their underlying expertise are our most important resource.

Our front line, sales and life cycle services, for their part, continuously collect data and feedback from our customers regarding product and service development areas. A new, high-quality product that has the capacity for success is produced through the seamless co-operation of different teams.

## New lead and several projects in product development

A lot has happened in our product development over the past couple of years. At the turn of the year 2017, Juho Jurvakainen (29), M.Sc. in Engineering, started as the head of design. Juho has been working with Profile since 2014. At the same time, we have gained other

engineering expertise in our product development.

"I have been working for Profile since my graduation. I started with production development, which was also the topic of my thesis. The job of head of design is interesting and challenging, as Profile currently has plenty of different product development projects in progress. Our design team has an excellent mix of experience and youthful enthusiasm. From the design perspective, the current and coming year will be filled with work, as many chassis manufacturers have just introduced or will soon introduce a new chassis model, many of which you will see in our product assortment as an ambulance or another special vehicle type.

We will soon get good new products in our assortment," comments Juho Jurvakainen.

Juho Jurvakainen



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## ELECTRONICS TO HAVE A GROWING ROLE IN SPECIAL VEHICLES

Electrical engineer Besim Meholli (28) has witnessed the development cycle of special vehicles at Profile since 2015. Besim, who moved from Kosovo to Finland 8 years ago, studied Finnish and electrical engineering at the Savonia University of Applied Sciences, majoring in measurement and sensor technology

"I have worked for Profile Vehicles right from my graduation. My first duty was working as a documenter, but the work has, over the years, continued to increasingly challenging duties. For me, the important thing in the work is developing my expertise and the possibility of influencing common projects. As a good example of this, I have been given responsibility, and the duties have changed over the years according to my skills. My current title is head of electrical design," explains Besim Meholli.



Besim Meholli

Electrical engineering tasks include the development of a modern bus control and user interface, the design of cable series, the use of cross-platform data and communication between systems, commissioning of modern and efficient components, development of a variety of operation logic controls, e.g. automatic light control—staying one step ahead of the technology

in the field. Modern ambulances and special vehicles have various radios and other communication devices, computers, patient information systems and even more specialised systems on a case-by-case basis, all of which require the ability and knowledge to stay current. Therefore, electrical design plays a key role in our operations.

"Profile is a unique place to work. The company's rapid pace of development and youthful atmosphere have definitely contributed to my liking the work. It is great to be a part of a team that renews and develops new products, produces innovation and does something that no one has done before," Besim explains. "We design the best products and make them reality", he concludes.

### Developing life cycle services

The new after sales lead and developer at Profile Group is Ville Repo, head of quality. Ville's earlier experience of quality management (quality assurance engineer) helps



the post-marketing department and the entire organisation develop further. Quality and life cycle services go hand in hand. It is important to develop the products, operations and service based on customer feedback.

Ville Repo

## PRODUCT NEWS

### Profile Advanz—now with extended high rear doors

Roughly a year ago, we introduced the new Profile Advanz ambulance, built on the Mercedes-Benz Vito chassis, at the beginning of 2016. We have now delivered a great number of Advanzes to Finland and other Nordic countries, as well as Central Europe. Advanz has received a lot of positive feedback for its highly modern features, for instance. The feel of driving the vehicle resembles a passenger car. It is also ergonomic, safe and easy to clean. Advanz has been designed based on user needs.

Taking the local requirements in Germany into account, for example, we have developed the product further.

Our product range now includes extended high double doors at the rear combined with a previously introduced extended

Profile ambulance roof which enables smoother operation also with non-urgent patient transports. The patient chair, commonly used in Germany, can now be moved to and from the patient compartment in an effortless and safe way, thanks to upgared new rear doors. We also develop the other features of Advanz in a modular way, listening to the customers, so that the features always create the right concept for both patient transport and paramedics.

### See the novelty at Rettmobil 2017

The new Advanz with extended high rear doors can be seen first at the 2017 event in Fulda, Germany, 10–12 May 2017.

## GUARANTEED QUALITY IN EVERYTHING WE DO

### —all manufacturing units ISO 9001:2015 certified

Profile wants to be the pioneer of high-quality business and quality assurance. This is one of the reasons Profile has updated the (quality) management system of all manufacturing units to the latest version, ISO 9001:2015. Updating the management system is part of the policy according to which all factories of the group have exactly the same processes and procedures in place, and the same party audits all factories.

Quality is also one of the company's core values. Profile wants to hold on to that, because high quality of work, in the end, benefits everyone—Profile, the customer and the interest groups. With the management system reform, Profile shifts the focus more towards the customer and interest groups. Profile's personnel are committed to the ISO 9001 quality management standard. Profile's high-quality processes guarantee that the customer will receive an excellent and high-quality product and equal service. The final quality of the product is guaranteed in a meticulous and extensive assurance process.

Profile also monitors the quality of its subcontractors and vendors. When assessing subcontractors and vendors, the key criterion is the significance of the vendor to Profile's business. The results of the assessment are discussed with the vendor. Openness and mutual clarity of the rules are a key value in vendor co-operation.

Profile works on the basis of continuous improvement. The operations are improved through deviation reports, improvement proposals, customer feedback and vendor complaints. In addition, internal, customer and independent-party assessments are processed, improving operations. Whether a suggestion for improvement originates from a production worker or a customer, it will be handled by the company's management.

Each Profile employee is committed to the agreed ways, by which the quality of operations and products is maximised.

### Safety

The safety is guaranteed by Profile's ambulance products conforming to the EN1789 requirements. Profile tests its products according to the standard requirements. Seats, seat belts, stretcher fixing and stretchers, device racks (AED racks, suction devices etc.) and drawers—all structures that influence safety—are covered by the testing. It is important for Profile that the ambulance is a safe work environment for the Medical personell and patients.



# OUR CUSTOMERS AND DELIVERIES



During the past year, we have continued supplying special vehicles to both existing customers and new ones alike. The majority of our deliveries are type B and C ambulances. Some of the deliveries are for a few vehicles, some for dozens, even hundreds. Compared to previous years, a more significant part of our production in Isalmi has gone to the National Police as official vehicles. We thank all of our customers equally for good co-operation and confidence! Below, a few samples of our market areas and special vehicle deliveries.

## State-of-the-art intensive care ambulances to Germany

The intensive care ambulances delivered to Germany were designed and manufactured by the group's parent company in Isalmi. The vehicles were delivered to IVD Mitteldeutschland in February 2017. IVD Mitteldeutschland is a subsidiary of the German Red Cross, whose managing Director, Andreas Triftshäuser, was in Isalmi to receive the vehicles. The German Red Cross is one of the largest ambulance operators in Germany. The company's domicile is Jena in the Thüringen region.

The intensive care ambulances now being delivered have been equipped on the Mercedes-Benz Sprinter chassis. The equipment is state-of-the-art, and includes all the devices and supplies needed in intensive care. The vehicles also partly replace airborne transportation for intensive care. The vehicles always have a crew of 3, one of whom is a specialist doctor and two specialist nurses. The vehicles can also be used for transporting severely overweight patients and have a rear lift for this purpose. These new vehicles are used for transporting patients requiring demanding intensive care for 1,000 km daily both within Germany and outside of its borders in continental Europe. →



"We are particularly proud of delivering our products to Germany, which is the homeland of high-quality cars. The project has been a demanding, yet rewarding challenge, as the quality and equipment requirements are very high. It has required plenty of engineering and manufacturing expertise from us, and that we certainly have," explains Profile's managing director, Marko Repo.

"Profile definitely was not the least expensive of the bidders but we chose them because of their high quality. In addition, we appreciate Profile's expertise in the field. Also, product safety, ergonomics and hygiene are top notch. These special vehicles will be very visible on the first aid field in Germany and will play a significant role in saving lives. We believe that our collaboration with Profile will continue in the future, as well," comments Andreas Triftshäuser, managing director at IVD Mitteldeutschland.



Head of design, Juho Jurvakainen (left), Andreas Triftshäuser, Juha-Pekka Kumpulainen, Ville Julkunen and Marko Repo

### IVD's most recent procurement presented at Rettmobil 2017

Profile provided IVD Mitteldeutschland with a Profile Genios ambulance at the beginning of May 2017. This ambulance can be seen at our department at the largest ambulance exhibition in Europe, Rettmobil 2017 in Fulda. This ambulance represents the latest technology Profile has, based on three important elements: Safety, ergonomics and hygiene.

## PROFILE TECHNOLOGY APPRECIATED IN ITALY



The operating area of the public-sector healthcare company ULSS7 covers 710km<sup>2</sup> and 200,000 people in the Treviso area in north-eastern Italy. The company's business consists of hospital and paramedic care.

Profile supplied 3 Profile Genios ambulances to ULSS7 at the end of the year 2016. These are built on the powerful and safe

Mercedes-Benz Sprinter 319 chassis and equipped with the latest Profile technology, including the automatically descending Stryker Power LOAD stretcher platform and the electrically assisted Stryker Power PRO stretchers.

Now these ambulances are being used in the Conegliano area (Treviso province, 50km north of Venice).

## DELIVERIES CONTINUING IN THE CZECH REPUBLIC



Profile Vehicles continues to be successful in Czech Republic. In early 2017 new fleet of Profile Genios ambulances were delivered to Olomouc region.

**Comprehensive** sales and service support is offered in the country with ARC vehicles sro partner.

## OFF-ROAD VEHICLES FOR DOCTORS IN HUNGARY



We delivered two new doctor's vehicles to Hungary, built with a new concept on the Volkswagen Amarok chassis. The vehicle and its crew are specialised in on-site first aid for paediatric patients. The vehicles are equipped with advanced blue/red light bars and sirens. The rear compartment has been designed for the safe and smooth transportation of supplies and treatment equipment. All devices, such as the defibrillator, suction device, ventilator, mobile incubator and most bags can be accessed easily and quickly.

## National ambulance service in Hungary

The national ambulance service in Hungary has relied on Profile ambulances in all of its operations since 2012. To date, we have delivered more than 400 vehicles, and we also provide all vehicles with extensive repair service, ranging from normal maintenance to crash repairs. The ambulances we have delivered have mostly been type C ambulances for urgent prehospital emergency medical care, but there have also been type B ambulances (built on Volkswagen Crafter and Mercedes-Benz Sprinter chassis). In addition, we have delivered doctor's vehicles built on the Suzuki SX4 S-Cross chassis.

We deliver the life cycle services of the entire fleet to the customer. Our service centre is located near Budapest in Kistarcsa, and other locations are reached

by our remote service vehicle. We administer the fleet with an online system by which the customer places service orders and can easily monitor the progress of the order and view history data.

**Hibabejelentő**

**Nyitott hibák (27 db)**

| Hiba azonosító | Járni    | Bejelentés dátuma | Járni dátuma |
|----------------|----------|-------------------|--------------|
| 12876          | MA 04-07 | 2016.08.21.       | Reparálva    |
| 12876          | MA 04-05 | 2016.08.11.       | Reparálva    |
| 12917          | MA 05-19 | 2016.08.26.       | Reparálva    |
| 13488          | MA 04-26 | 2016.12.28.       | Reparálva    |
| 13827          | MA 03-01 | 2016.12.16.       | Reparálva    |
| 13876          | MA 04-02 | 2017.01.03.       | Reparálva    |
| 13843          | MA 07-09 | 2017.01.19.       | Reparálva    |
| 13719          | MA 04-06 | 2017.01.26.       | Reparálva    |

## New SUV for the Kanta-Häme rescue department



In early 2017, Profile delivered a new field command vehicle to the Kanta-Häme rescue department. The chassis is the Mercedes-Benz GLS, and the conversion was designed and implemented together with the customer's rescue vehicle team.



## Profile's best to Singapore



We are seeking new markets both near and far. At the beginning of 2017, we delivered a batch of Genios ambulances to Singapore. "The ambulance committee organised by the state of Singapore had initially learned about our products at an international trade fair, and we are now happy to say that the first bigger batch is in Singapore," says Jari Mononen, head of sales and marketing at Profile.



Jari Mononen

## EVENTS

Profile Group is international. At present, we are active in Europe, Middle East and Asia. We are actively researching and seeking new markets where we can produce added value to the customers, resulting in long-term growth for the Profile group.



In the event, Profile was represented by Jari Mononen (Finland, left), Ken Theiltoft (Denmark), Hany Abdelwahab (Egypt), Emanuele Massimo (Hungary) and Marko Repo (Finland, not shown).

### Arab Health 2017 Dubai

The Arab Health 2017 exhibition kicked off our exhibition year at the end of January, from 30 Jan to 2 Feb, in the heat of Dubai, United Arab Emirates. Our outdoor stand right next to the main gate to the event showcased the Profile Genios ambulance and our international sales team that provided information on our products.





## Other events

SEHL opintopäivät, Kuopio, Finland  
7–8 April 2017

Ambulans 2017, Stockholm, Sweden  
25–26 April 2017

Rettmobil 2017, Fulda, Germany  
10–12 May 2017

Akuuttihoitopäivät, Hämeenlinna, Finland  
19–20 May 2017

Flisa 2017, Jönköping, Sweden  
19–21 September 2017

Ambulanseforum, Gardermoen, Norway  
27–28 September 2017

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