Working internationally is part of our normal day-to-day business at psm, having service locations in Italy as well as Portugal and regular orders from all over Europe. However, the training of mechanics in Japan by psm technicians still comes under the category “exotic mission”. Stefan Heymanns and Ronny Stelter had been onsite at a wind park on Okinoshima island for a week and trained Japanese colleagues there in the maintenance of DeWind plants. Their résumé: We should do this more often!

Talking to the psm service technicians Stefan Heymanns, site manager for large components, and Ronny Stelter, technical support - both very familiar with Japan.

>>Supporting international colleagues is a great challenge. Happy to do it again and again! If our customers require it, we will travel to the remotest corner of the earth. <<

Today, psm is already present in numerous countries with its own subsidiaries or partnerships: in Italy, Portugal, France, the Netherlands, Belgium, Denmark, Czech Republic, Austria and Japan.
Mr. Stelter, working in the land of the rising sun isn’t really commonplace for German service companies from the Wind sector. How did psm land this job?

**RS:** Actually by the best way imaginable. We were recommended. We were then asked whether we would take up a coaching assignment in the area of maintenance and service for DeWind plants onsite in Japan. Obviously, such an interesting offer couldn’t be refused. Everyone was excited about the exchange with our Japanese colleagues. psm then immediately prepared an estimate. In the meanwhile, a DeWind plant experienced an actual fault, so that we were up for work quicker than we thought.

Mr. Heymanns, what were your specific tasks onsite?

**SH:** There was a generator damage to one of the DeWind plants. The generator had to be replaced and the system calibrated. Everything had to happen without delay. Unfortunately there was an air traffic strike right at that time so that we finally travelled for two and half days to reach our destination on Okinoshima island. But everything worked out well in the end. We worked on the plant with three Japanese colleagues and supported the repairs.

Mr. Stelter, evidently you had to be very flexible during your mission?

**RS:** That’s correct. However, our actual work on the plants was very well organized and we could support the repairs as per our established routine. The Japanese service manager was also available for advice onsite. He and his colleagues were very keen to learn, friendly and polite, as the Japanese are proverbially known to be.

Did you face any problems in understanding each other?

No, actually not. We managed well with our English. We could communicate without any problems and got on very well. Our Japanese colleagues wanted to learn from us and I hope we could help them in that direction.

Mr. Stelter, what do you feel is the general attitude in Japan towards renewable energy?

**RS:** Fukushima has sensitized the population towards the dangers of nuclear energy, however, it still finds broad approval. The people working in the area of wind energy are naturally in favour of renewable energy, and we can say that wind energy has made in general a large leap forward on the popularity scale. It was obvious that energy efficiency and saving electricity are not a topic people are much aware and concerned about. Just remember the large amount of neon signs in major cities like Tokyo, Osaka or Kyoto. But even in the countryside saving power is not an issue. Automatic vending machines with cold drinks can be found on every corner, virtually in the middle of the fields. That was somehow strange for us. A real curiosity have been the heated WC seats which seem to be the norm. That really made us smile.

Mr. Heymanns, how will you move forward with your contacts in Japan?

**SH:** Directly after this. psm has received another order for work on Okinoshima island in the meanwhile, to support the colleagues there during maintenance tasks and to train the employees especially on DeWind plants. This will be more of a general coaching that covers commissioning, system control, functioning of the different components and also the topic of safety. So we can now say already:

*Sayounara Okinoshima Island – we have enjoyed it!*