

## **TWDC - Customer Survey - December 2008 - Results**

As part of our annual internal and external review we sent out an electronic survey to all customers to check we were providing them with a high quality service.

Out of 1850 surveys sent, we had around 450 replies to our online survey. The five people who replied the quickest also enjoyed a bottle of champagne each.

In this 2008 survey we asked clients five questions which were related to our products and service and also three questions to see how well they rate our overall service. The main questions and responses are laid out below.

### **How do you find the level of service provided to you by the office in managing your account?**

1) Excellent      2) Good      3) Average      4) Poor      5) Very poor

- **73.3% of customers feel that our service from office staff is excellent**
- **97.5% of customers feel that our service from office staff is excellent or good**

### **How do you rate the quality of products and services we provide?**

1) Excellent      2) Good      3) Average      4) Poor      5) Very poor

- **67.7% of customers feel that the quality of products and services is excellent**
- **96.3% felt that the quality of products and services is excellent or good**

### **How would you rate our performance regarding deliveries and engineers?**

1) Excellent      2) Good      3) Average      4) Poor      5) Very poor

- **74.7% of customers feel that overall as a supplier we are excellent**
- **98.1% of customers feel that overall as a supplier we are excellent or good**

24.32% of our customers responded to our survey sent out on 3<sup>rd</sup> December 2008  
These results have been audited by an independent director and marketing company.