



# Listening to Customers

## Understanding *your* views

“*It is easy to do business with them... the overall level of customer service is excellent.*”

Utility

We believe customer feedback is invaluable in allowing us to continually improve. We welcome it throughout all areas of our business. To facilitate this, for the last three years, we have asked The Leadership Factor, an independent research specialist, to conduct a customer satisfaction survey on our behalf. The survey helps us better understand how satisfied our customers are with the service we currently provide, and identify opportunities for us to improve in the future. If you participated in the survey we would like to thank you very much for your help. If you were not approached this time, we hope you will find the results equally interesting and if you have any comments we would appreciate hearing from you.

## Great improvements *3 years* running

“*I would choose to recommend them due to the friendliness of staff, the knowledge of staff as well as the quality of the problem solving.*”

Contractor



We are pleased to say that over the past three years our performance has improved. Indeed we are now in the top 20% on The Leadership Factor's manufacturing league table (in 2009 we were in the top 40%).



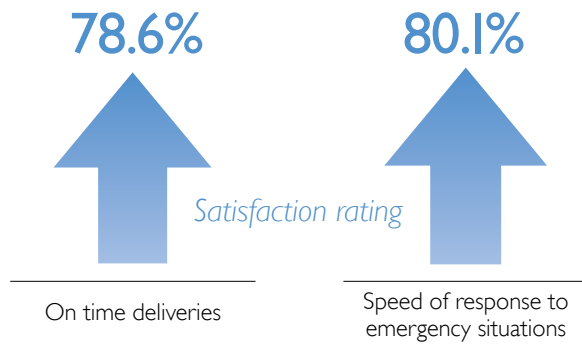
## Progress in 2010

“*I would choose to recommend them due to good levels of communication, on time delivery and provision of emergency deliveries.*”

Utility

Over the last 12 months we have been concentrating our efforts in three key areas identified from your comments. Our average scores have shown improvement in 2 out of 3. You say that our product availability still needs to be improved.

Below shows our progress in the 2 areas of improvement.



## We still need to drive further improvements

“*They are the market leaders. They are professional and have a “can do” attitude.*”

Merchant

Whilst we are delighted with the overall improvement in scores, we acknowledge we still need to drive further improvements to achieve a truly world class customer satisfaction performance. You say we need to improve in the following areas during the coming year:



On time deliveries



Product availability



Partnership approach



Speed of response to customer

## Thank you

“*There is a good partnership between ourselves and Saint Gobain, the added value is due to the input of the technical and sales representatives.*”

Specifier

I would like to thank you personally for all your feedback during the past year and I am delighted that you, our customers, have now placed us in the upper quartile of all UK manufacturing companies for our customer satisfaction performance.

Although you tell us that we've made great progress over the last two years that doesn't mean that we are complacent about further improving our performance. Our aim is to be the best at what matters most to you.

You identified a number of areas where we could improve further and we will continue to work with you to improve in these areas. We feel strongly that by establishing effective working partnerships we can grow our mutual businesses.

If you've got any comments, or would like more information, then please feel free to contact me on 0115 930 5000.

Paul Minchin, Managing Director

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