Who We Have Spoken To In July

161

...customers spoken to in July

Customer Type:

- 121 Consumables
- 40 Capital

Overall

Key Summary



The overall NPS for July was: +27

Consumables NPS: +31

> The main reasons for being a Detractor were around delivery flexibility & consistency

and improvements to the online catalogue

Capital NPS: +18

The main reasons for being a Detractor were around price competitiveness & poor

account management

Main KPI Summary - July

Medium (7-8) Low (1-6) High (9-10) **Overall Net Promoter Score** Overall satisfaction 8.2 45% 45% **9%** -40 0 20 40 Getting the products and -60 **10%** 8.2 60 44% 46% services -80 80 100 -100 Value for money 14% 55% 31% 7.8 **NPS Score** 27 Ease of doing business 7% 48% 45% 8.4 **NPS Split Detractors Passives Promoters** Satisfaction with main contact 33% 61% 8.7 15% 43% 42%



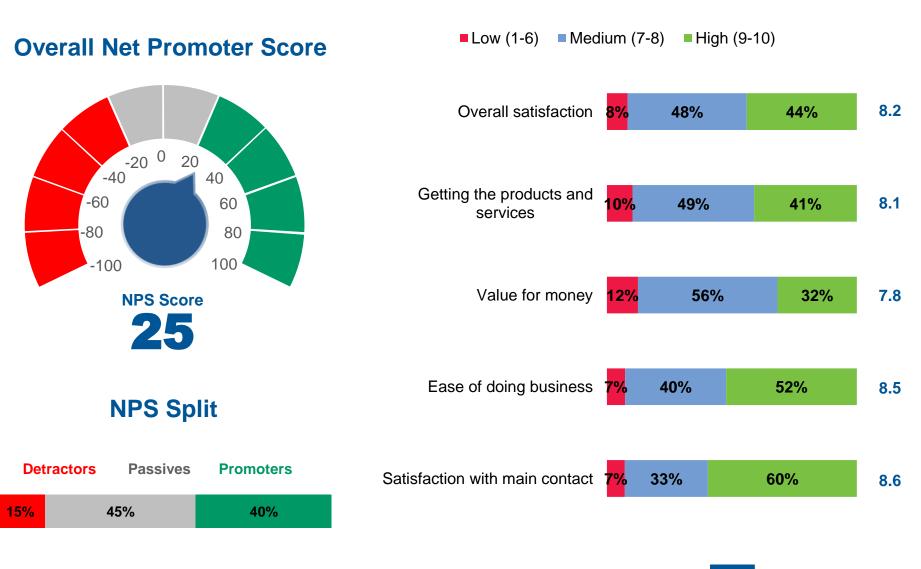
Overall

Year To Date



Beyond Knowledge

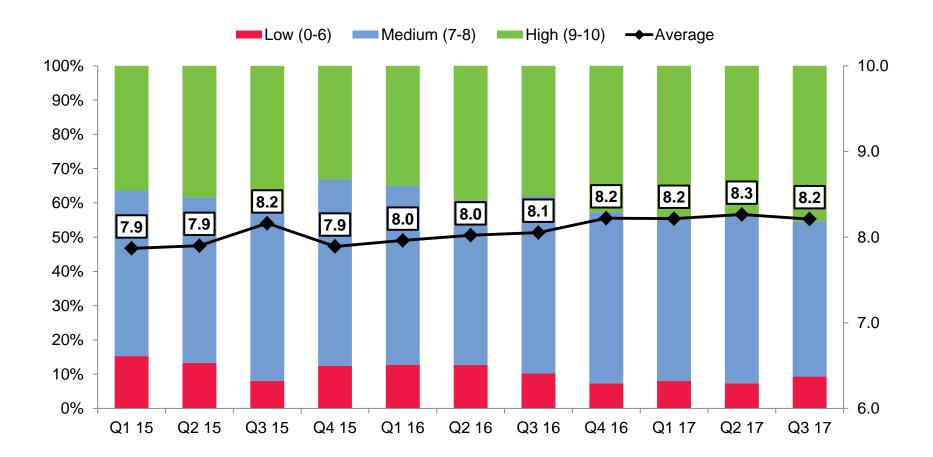
Main KPI Summary - YTD





B28 International

Overall Satisfaction





Overall