

Who We Have Spoken To In July

161

...customers spoken to in July

Customer Type:

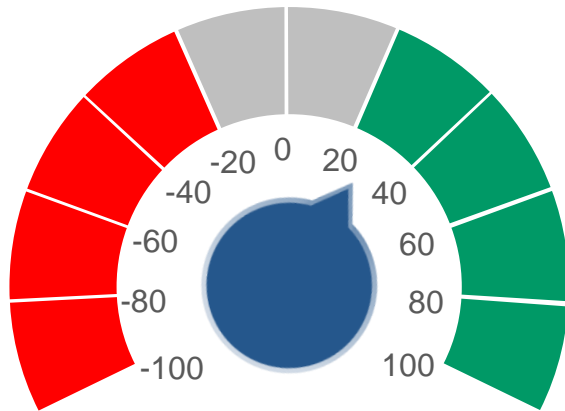
- 121 Consumables
- 40 Capital

Key Summary

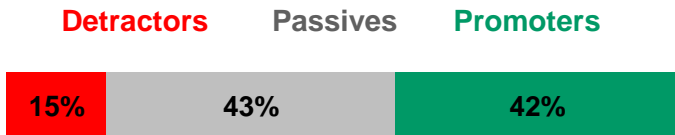
- The overall NPS for July was: +27
 - Consumables NPS: +31
 - The main reasons for being a Detractor were around delivery flexibility & consistency and improvements to the online catalogue
 - Capital NPS: +18
 - The main reasons for being a Detractor were around price competitiveness & poor account management

Main KPI Summary - July

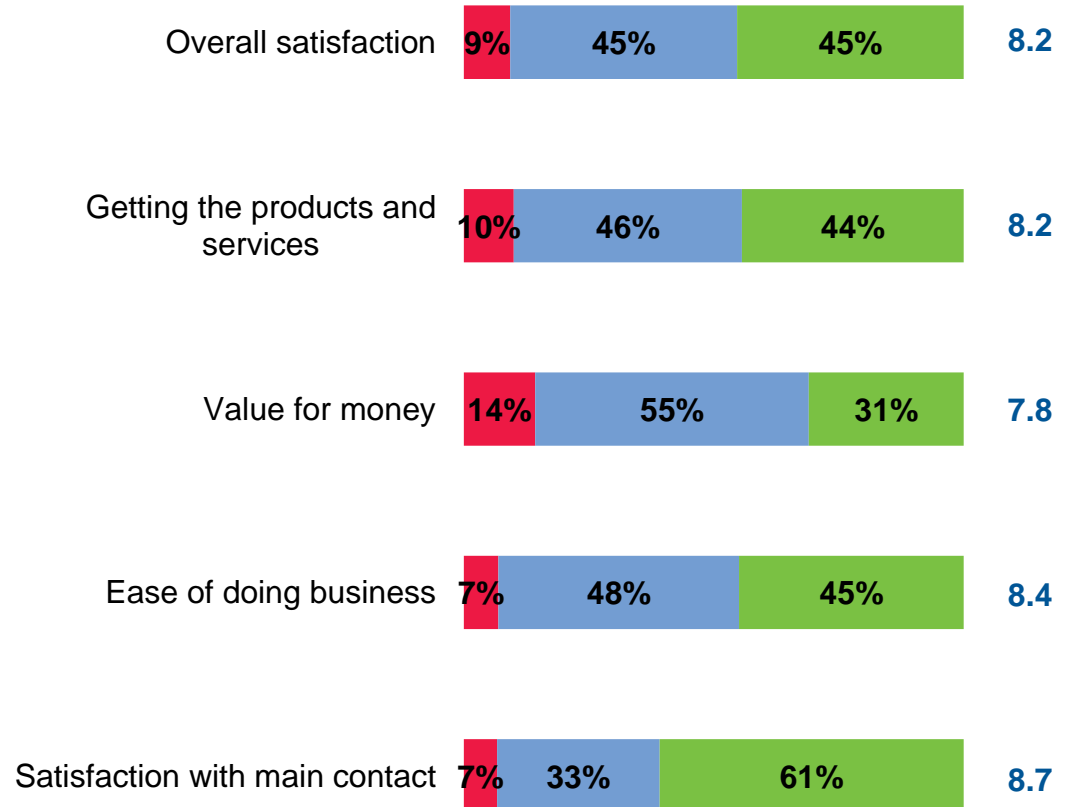
Overall Net Promoter Score



NPS Split



■ Low (1-6) ■ Medium (7-8) ■ High (9-10)



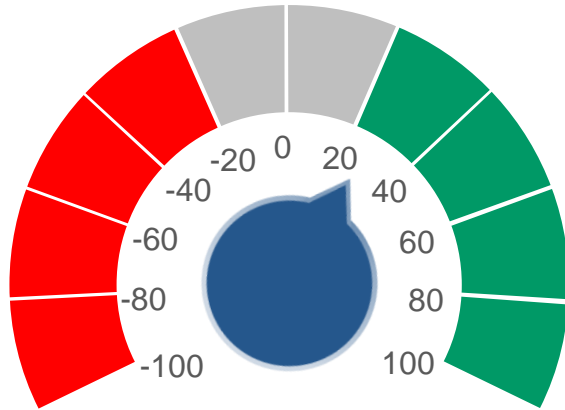
Year To Date

Beyond Knowledge

B2B
International

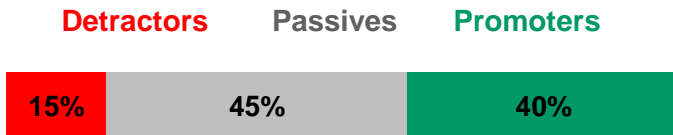
Main KPI Summary - YTD

Overall Net Promoter Score

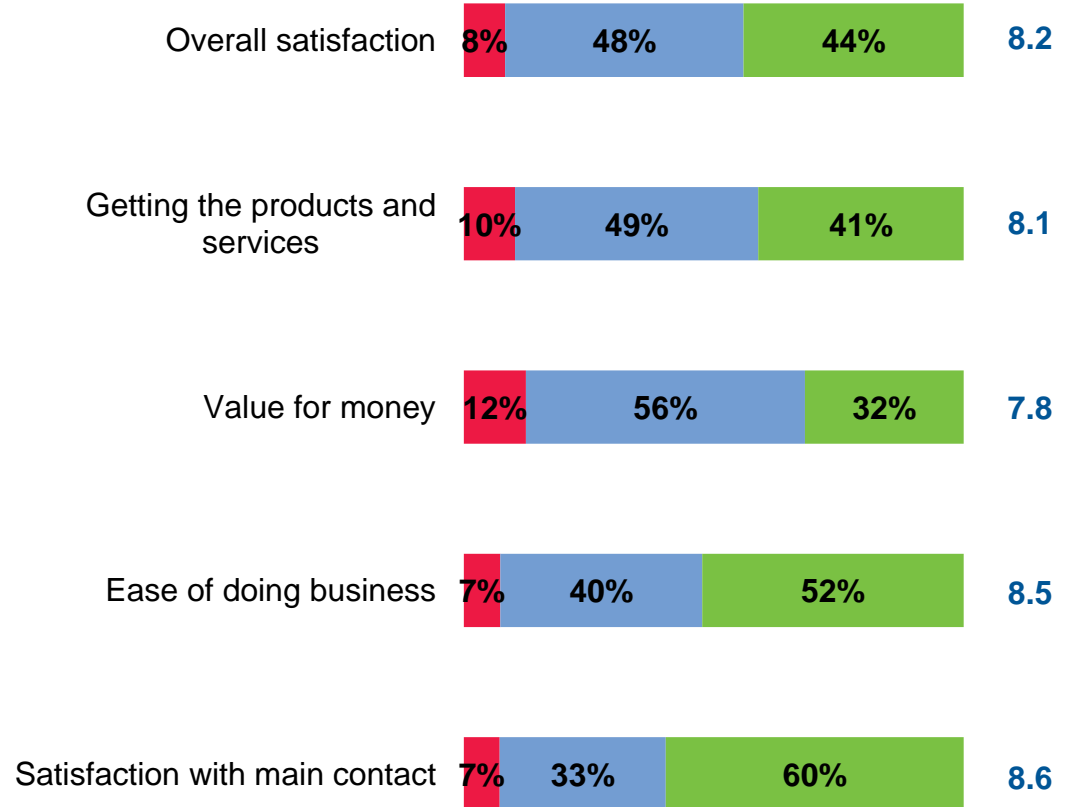


NPS Score
25

NPS Split



■ Low (1-6) ■ Medium (7-8) ■ High (9-10)



Overall Satisfaction

