

Who We Have Spoken To In August

150

...customers spoken to in August

Customer Type:

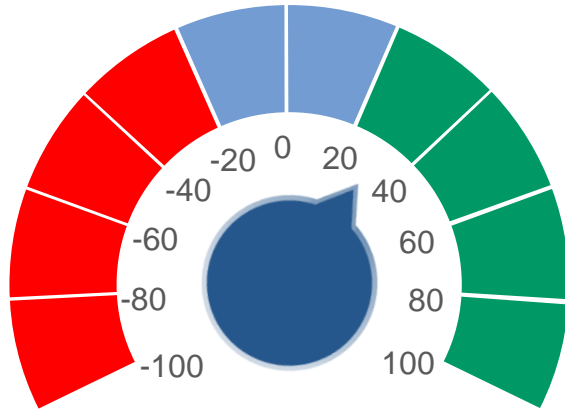
- 120 Consumables
- 30 Capital

Key Summary

- The overall NPS for August was: +31
 - Consumables NPS: +36
 - The main reasons for being a Detractor were around delivery flexibility & consistency and delivery communications
 - Capital NPS: +10
 - The main reasons for being a Detractor were around responsiveness & poor communication

Main KPI Summary - August

Overall Net Promoter Score



NPS Score

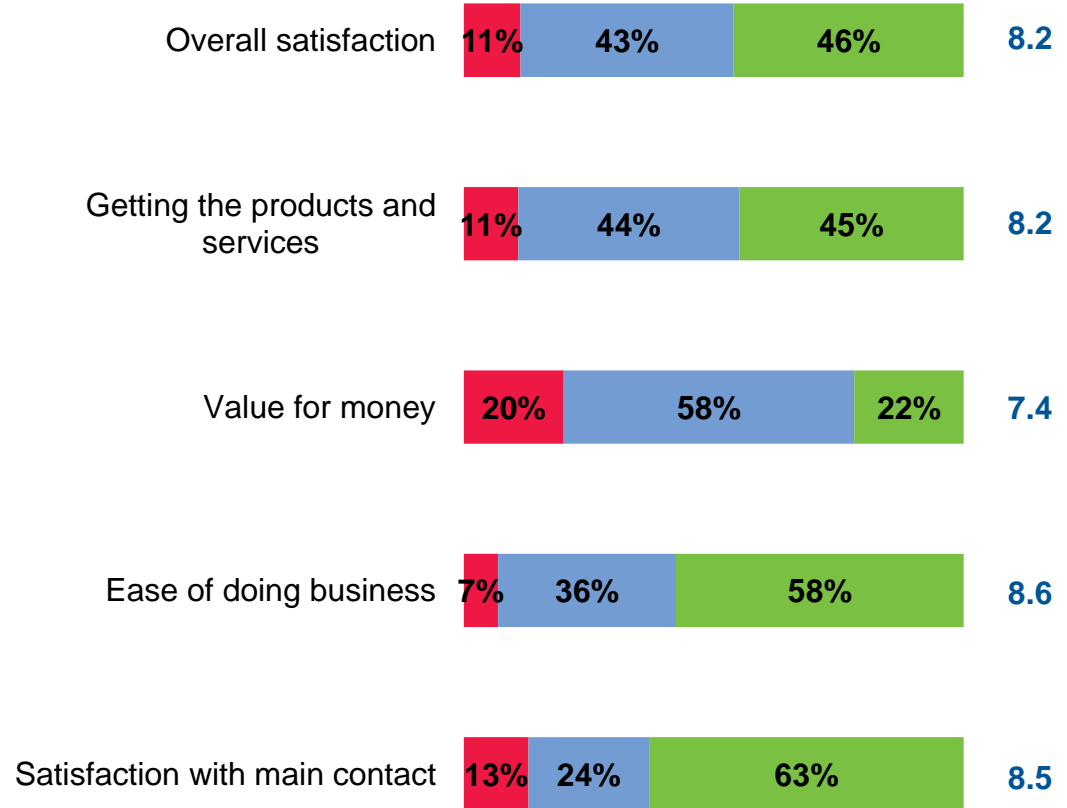
31

NPS Split

Detractors Passives Promoters



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



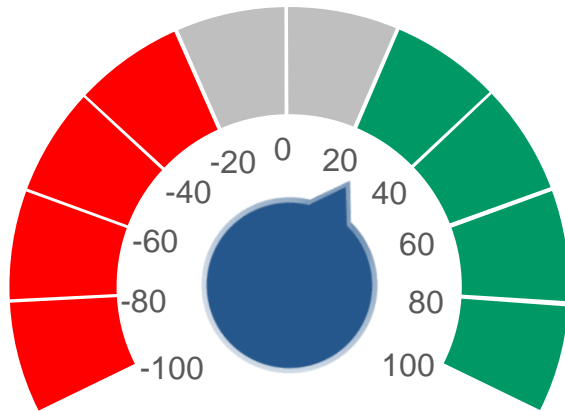
Year To Date

Beyond Knowledge

B2B
International

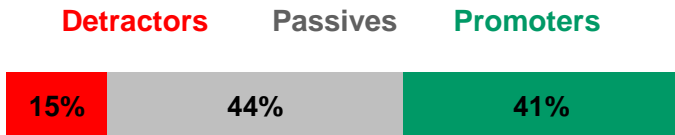
Main KPI Summary - YTD

Overall Net Promoter Score

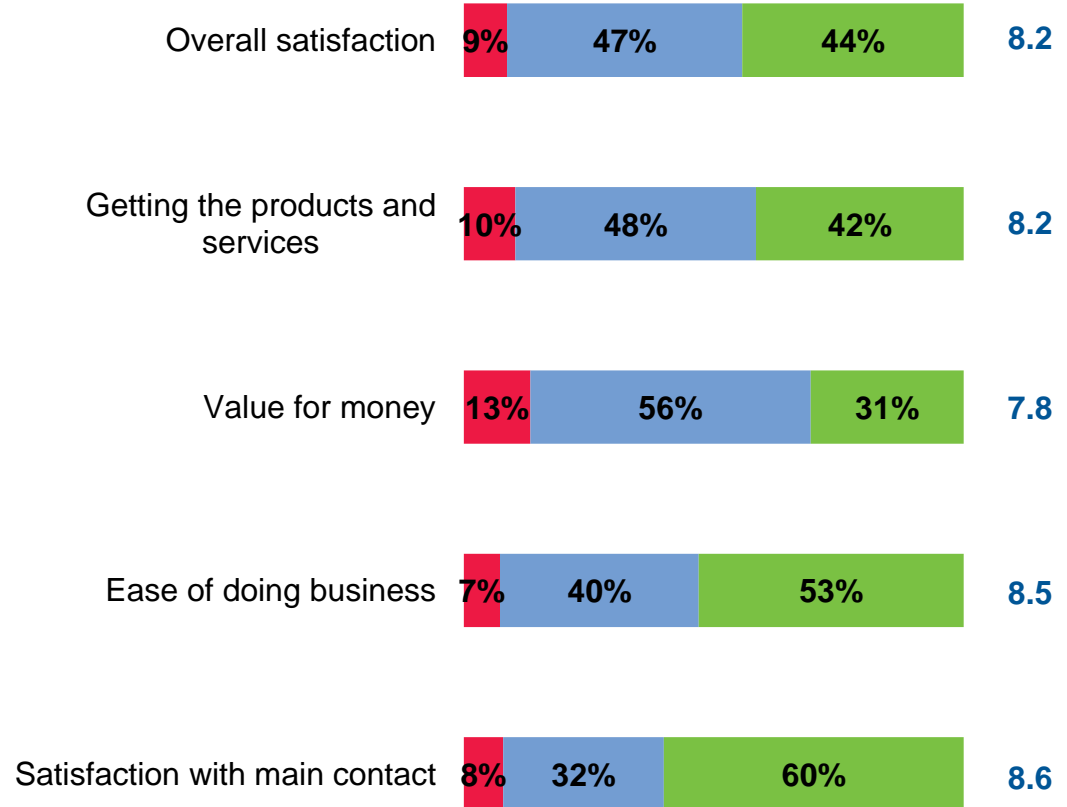


NPS Score
26

NPS Split



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



Overall Satisfaction

