

Who We Have Spoken To In June

151

...customers spoken to in June

Customer Type:

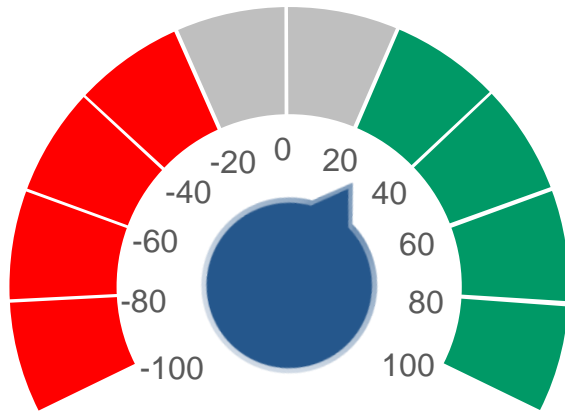
- 121 Consumables
- 30 Capital

Key Summary

- The overall NPS for June was: +34
 - Consumables NPS: +32
 - The main reasons for being a Detractor were around product availability & delivery communications
 - Capital NPS: +33
 - One Detractor having invoicing issues and problems with staff turnover

Main KPI Summary - June

Overall Net Promoter Score



NPS Score

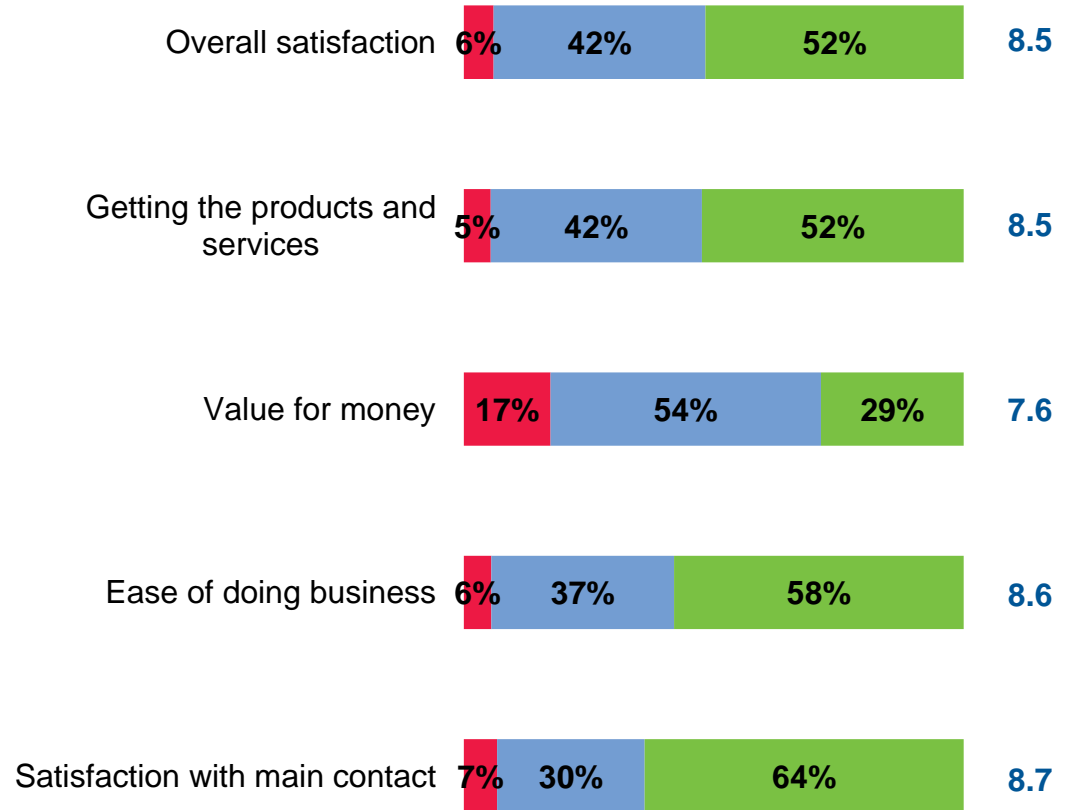
34

NPS Split

Detractors Passives Promoters



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



Year To Date

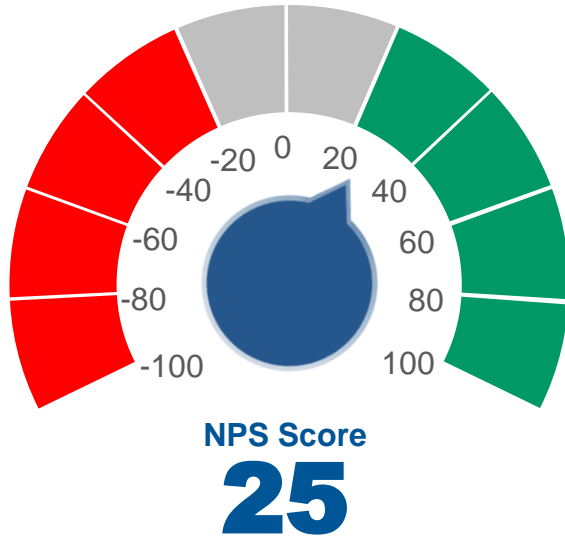
Beyond Knowledge

The logo for B2B International, featuring the letters 'B2B' in a large, bold, white font above the word 'International' in a smaller, white font, all contained within a dark blue square.

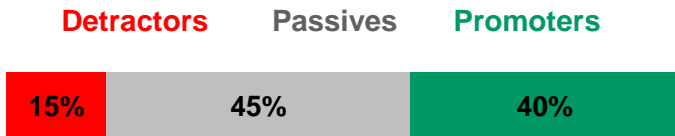
B2B
International

Main KPI Summary - YTD

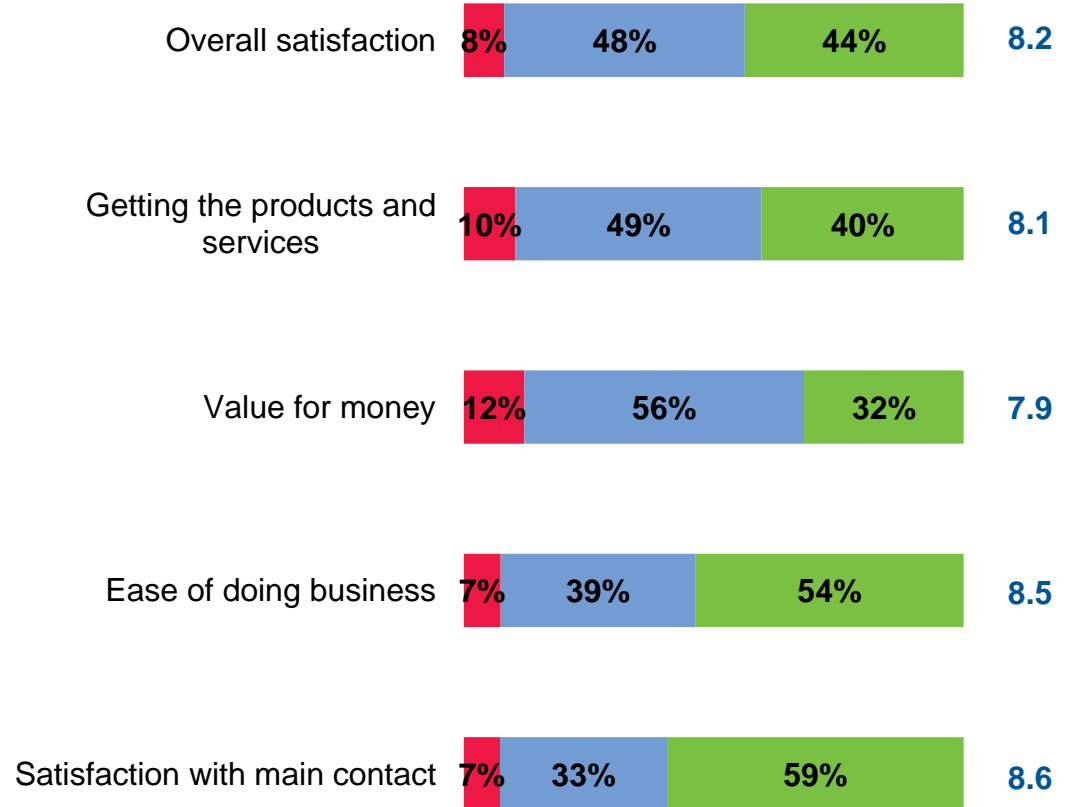
Overall Net Promoter Score



NPS Split



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



Overall Satisfaction

