

Who We Have Spoken To In October

Overall

150

...customers spoken to in October

Customer Type:

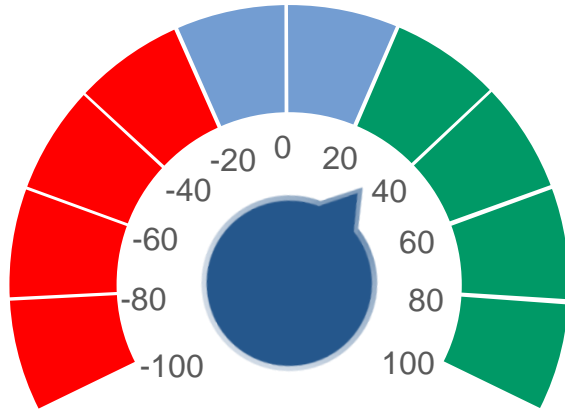
- 120 Consumables
- 30 Capital

Key Summary

- The overall NPS for October was: +35
 - Consumables NPS: +33
 - The main reasons for being a Detractor were around incorrect / poor deliveries, improving the online catalogue & product availability
 - Capital NPS: +40
 - The main reasons for being a Detractor were around poor communications and poor account management

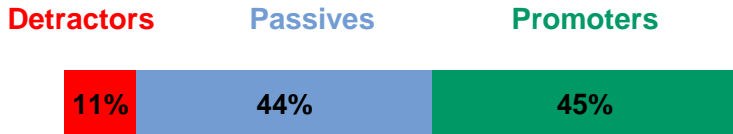
Main KPI Summary - October

Overall Net Promoter Score

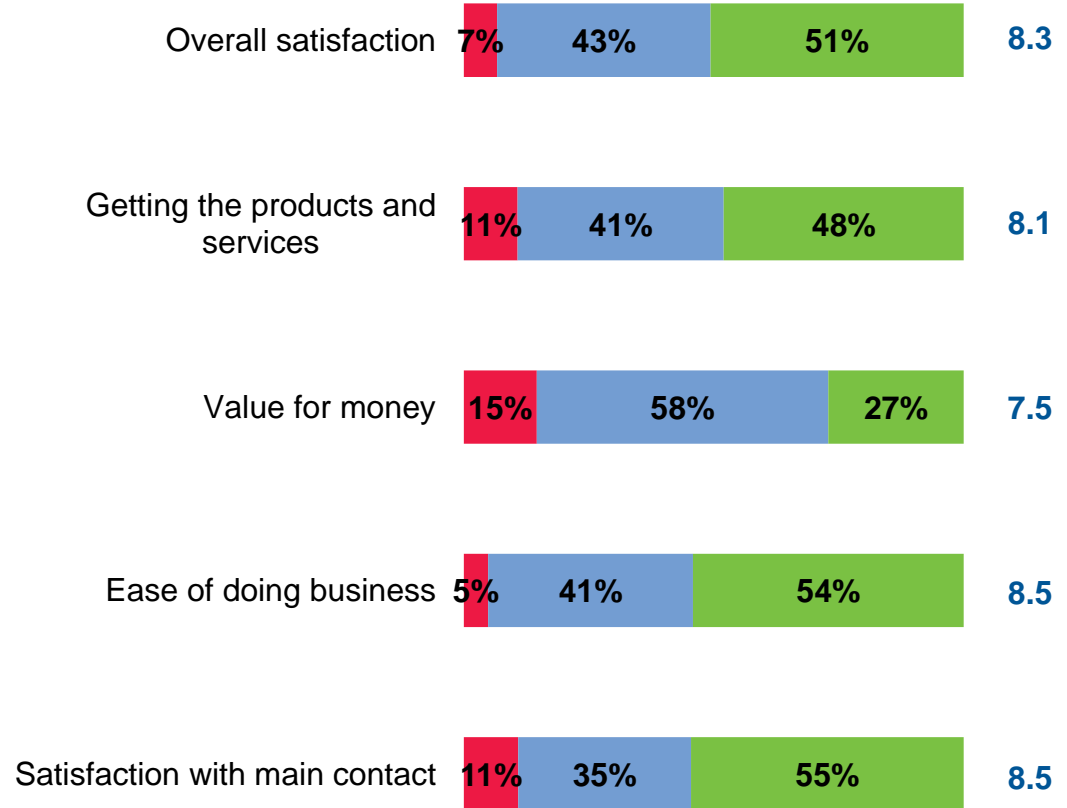


NPS Score
35

NPS Split



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



Year To Date

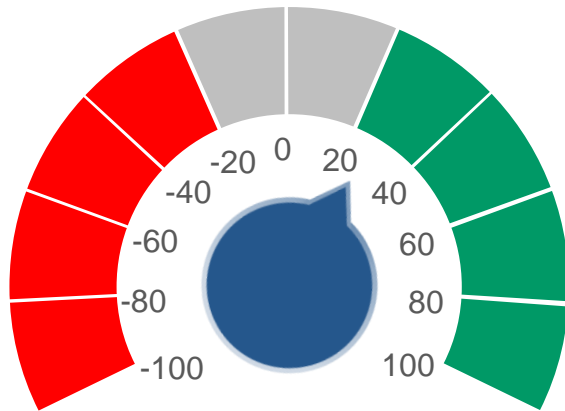
Beyond Knowledge

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

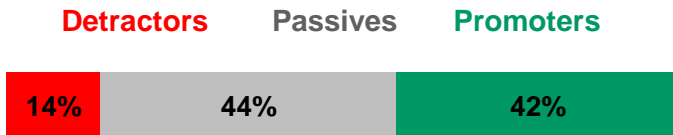
Main KPI Summary - YTD

Overall Net Promoter Score

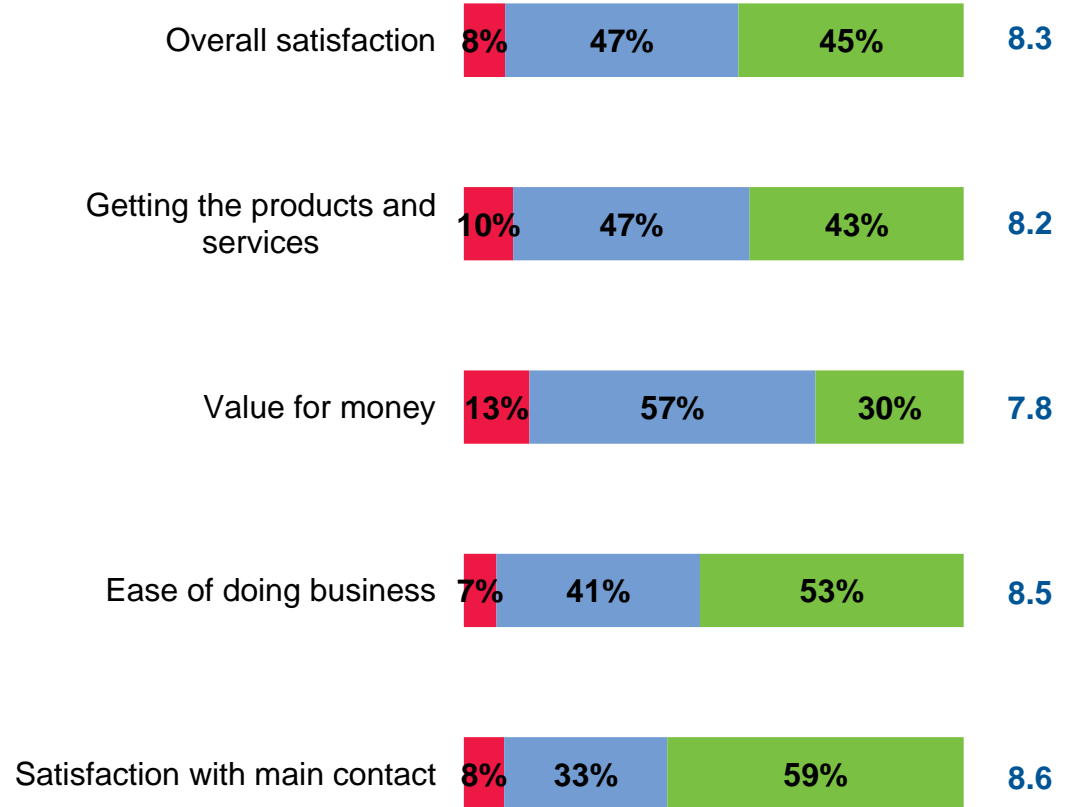


NPS Score
28

NPS Split



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



Overall Satisfaction

