

Who We Have Spoken To In December

Overall

150

...customers spoken to in December

Customer Type:

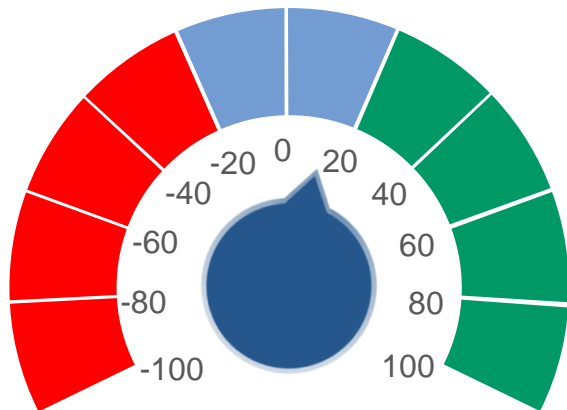
- 120 Consumables
- 30 Capital

Key Summary

- The overall NPS for December was: +31
 - Consumables NPS: +28
 - The main reasons for being a Detractor were around product availability & poor communications
 - Capital NPS: +43
 - The main reasons for being a Detractor were around poor communications

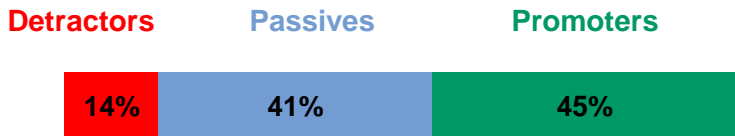
Main KPI Summary - December

Overall Net Promoter Score

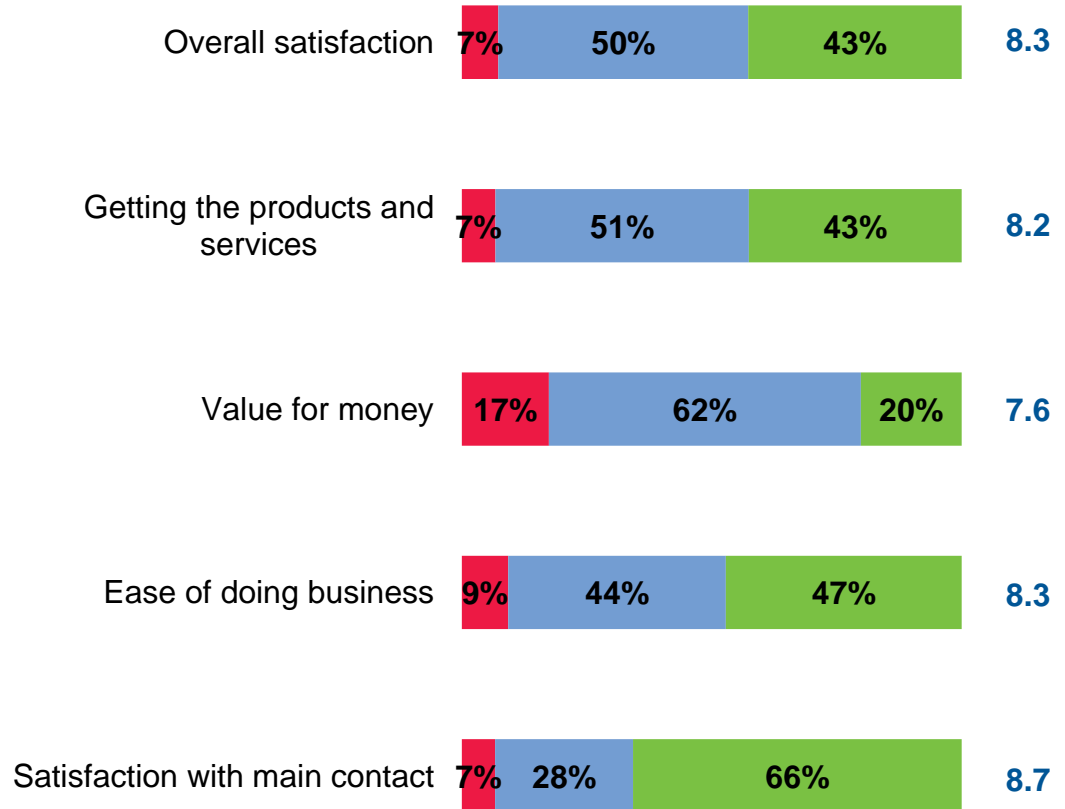


NPS Score
31

NPS Split



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



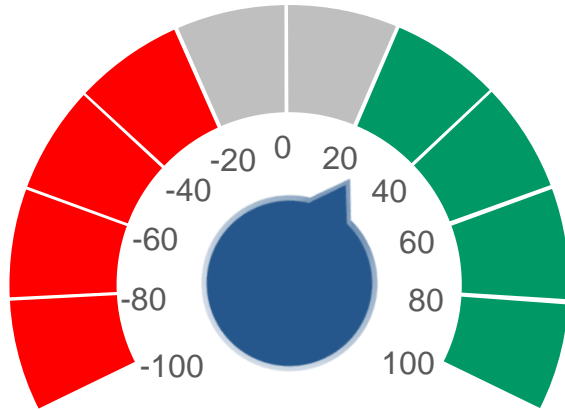
Year To Date

Beyond Knowledge

B2B
International

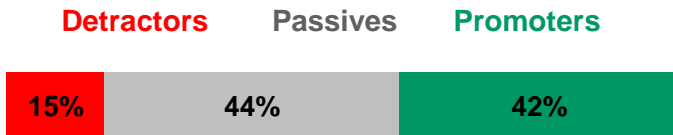
Main KPI Summary - 2017

Overall Net Promoter Score

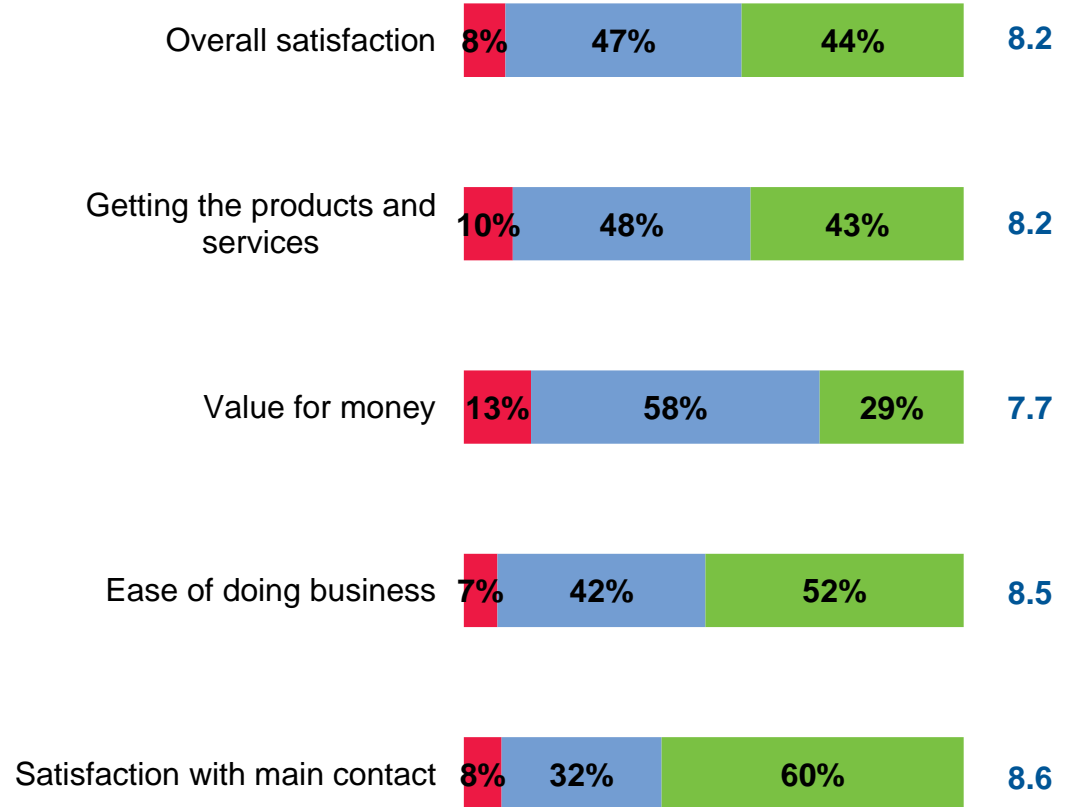


NPS Score
27

NPS Split



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



Overall Satisfaction

