

We recently conducted a customer satisfaction survey to gain insights into our service performance and identify potential areas for improvement. The survey outcomes reveal that a sizable portion of our customer base holds a favorable view of our product quality, with more than half deeming it excellent and about a third considering it good. Importantly, none of the respondents expressed dissatisfaction with our product quality. Furthermore, customers have expressed satisfaction with the promptness of our deliveries.

However, concerns have arisen regarding our pricing, as a quarter of our customers expressed disagreement with its level of satisfaction. Additionally, the majority of customers have voiced concerns about the limited variety our product offers.

Regarding customer service, the survey demonstrates that it meets satisfaction, although a notable one-fifth of customers encountered issues. In terms of perceived value for money, none of our customers rated it as excellent, but over half believed it to be good.

A noteworthy point from the survey is that a significant majority of our customers, exceeding half, are in favor of us introducing more substantial discounts for regular orders exceeding €20,000. Additionally, a quarter of respondents indicated that improvement in communication is needed, specifically citing slow email response times from our staff. Furthermore, twelve percent of customers suggested that we explore the possibility of offering a maintenance service for all our products. In conclusion, these findings highlight the need for us to reevaluate our pricing structure and consider expanding our product range to better align with our customers' expectations.