

## Customer Satisfaction and Continuous Improvement are Key to Our Success

Detailed below is our most recent results from our ISO 9001:2008 based continuous improvement related Customer Satisfaction Survey.

	<b>CUSTOMER SATISFACTION SURVEY</b> <b>RESULTS FOR 2016</b> (Maximum Score is 5 out of 5)				
	Communications	Service	Log Book/ Reporting	Overall	Average score per person
Customer A	5.00	5.00	5.00	5.00	5.00
Customer B	5.00	5.00	4.00	5.00	4.75
Customer C	4.00	3.00	3.00	4.00	3.50
Customer D	5.00	5.00	5.00	4.00	4.75
Customer E	5.00	5.00	5.00	5.00	5.00
Customer F	4.00	5.00	5.00	4.00	4.50
Customer G	5.00	5.00	5.00	5.00	5.00
Customer H	5.00	5.00	5.00	5.00	5.00
Customer I	4.00	5.00	5.00	5.00	4.75
<b>Total</b>	<b>42.00</b>	<b>43.00</b>	<b>42.00</b>	<b>42.00</b>	<b>42.25</b>
<b>Average score per category</b>	<b>4.67</b>	<b>4.78</b>	<b>4.67</b>	<b>4.67</b>	<b>4.69</b>

### Key

5 = Very Pleased

4= Pleased

3= Neutral

2= Dissatisfied

1= Very unhappy

## **Customer Comments**

### **Customer A**

“I don’t lose sleep over water testing/hygiene as the process manages itself, which is exactly what I want.”

### **Customer C**

“Can’t fault anything; all done to his satisfaction.”

### **Customer E**

“No other (*comments*) than that he can’t praise Eaton Environmental enough!”

### **Customer I**

“Only that he has other people coming in asking if they can take their water contract away and when he says he is with Eaton they say ‘Oh fair enough they are a good company so doubt you will be moving’!

Eaton are very efficient, professional and cost effective so he is overall very happy.”

### **Customer K**

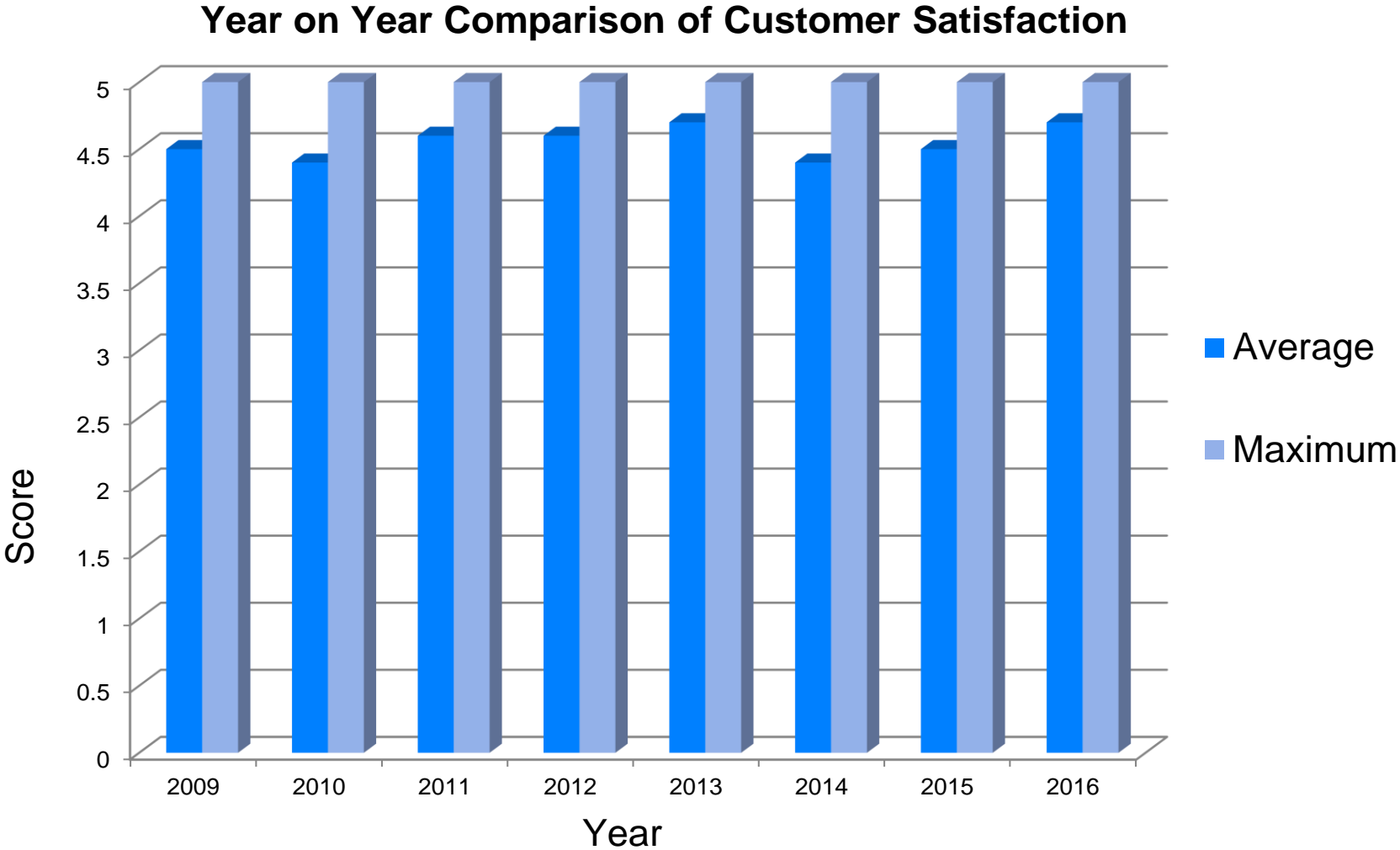
“Eaton are very efficient, professional and cost effective so he is overall very happy.”

### **Comments from Previous Years**

“Communication is always good. If the right person is not immediately available they always call back in a timely manner and deal with any queries efficiently and effectively.”

“Technicians are very professional. He lacks time to supervise the visits, but is happy that the technicians can be left to themselves to get the job done and do not require ‘watching over’.

**Previous Years' Results**



**CUSTOMER SATISFACTION IS HIGH AND REMAINS HIGH!**