

# Survey Title

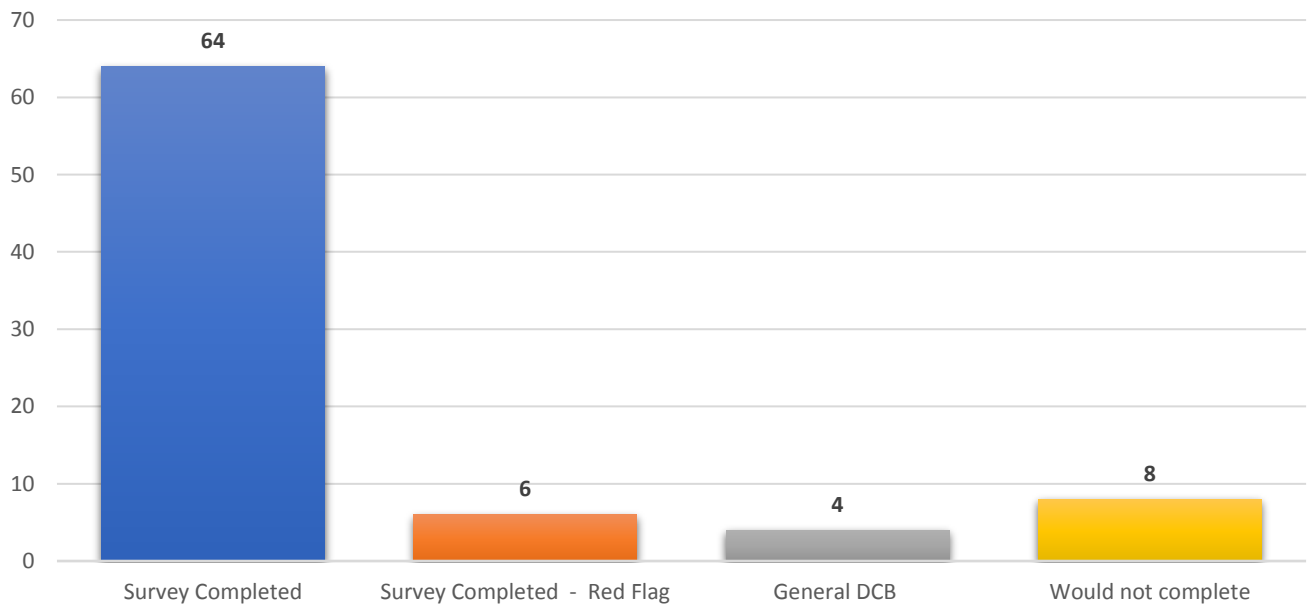
Account Manager

[Contact details](#)

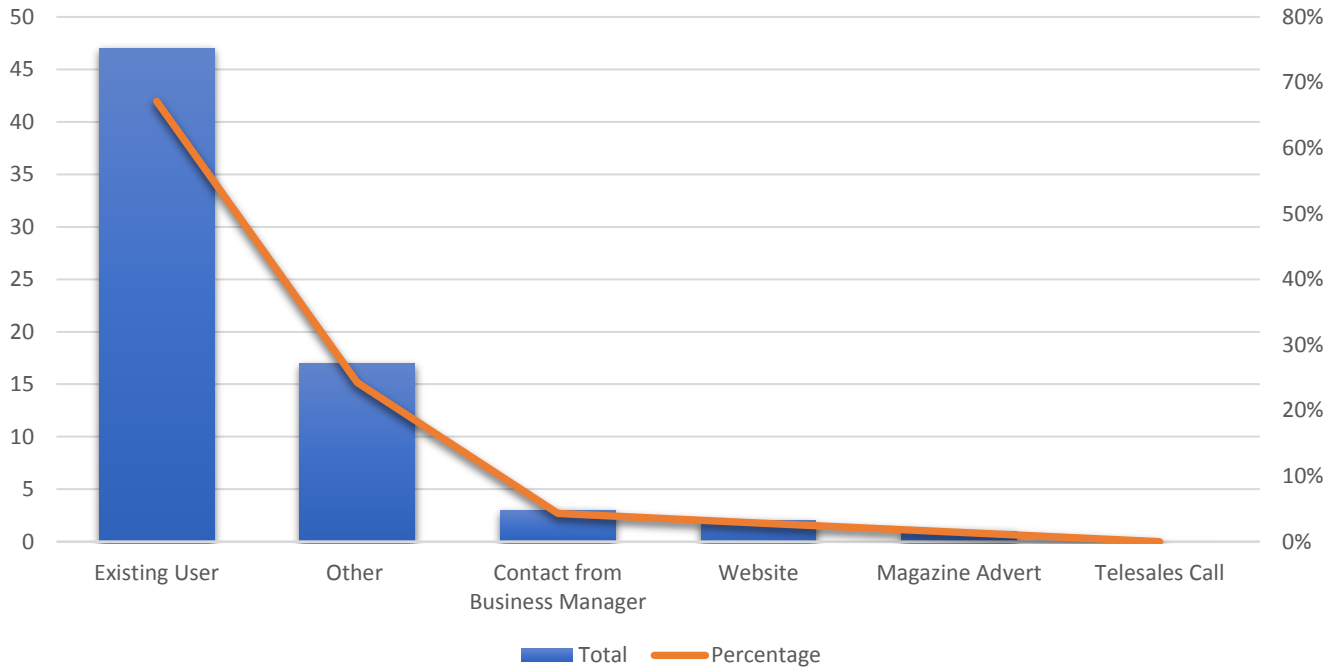
Outsource Strategy Manager

[Contact details](#)

## Summary



## Where did you hear of Your Company Name



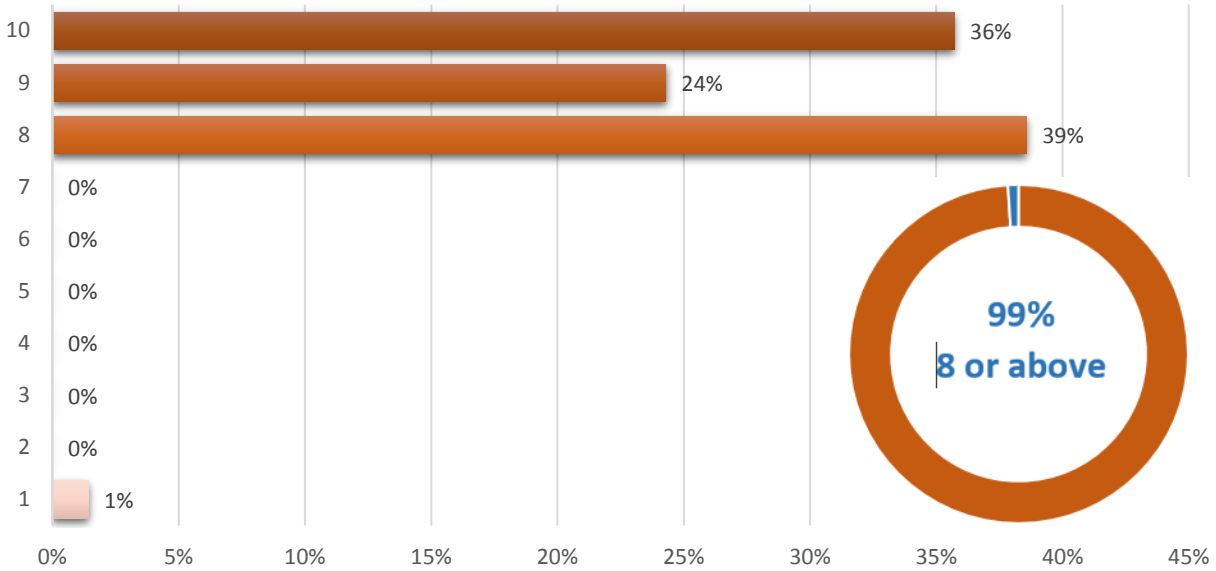
### Executive Summary

Summary of results.

## Questions in Closed Ended Format

Closed-ended questions may be either simple yes/no questions or slightly more open-ended questions with multiple choice answers. They can usually be answered with a single phrase and are more specific and thus more easily analysed.

On a scale of 1-10 how would you rate the efficiency of your enquiry being handled?

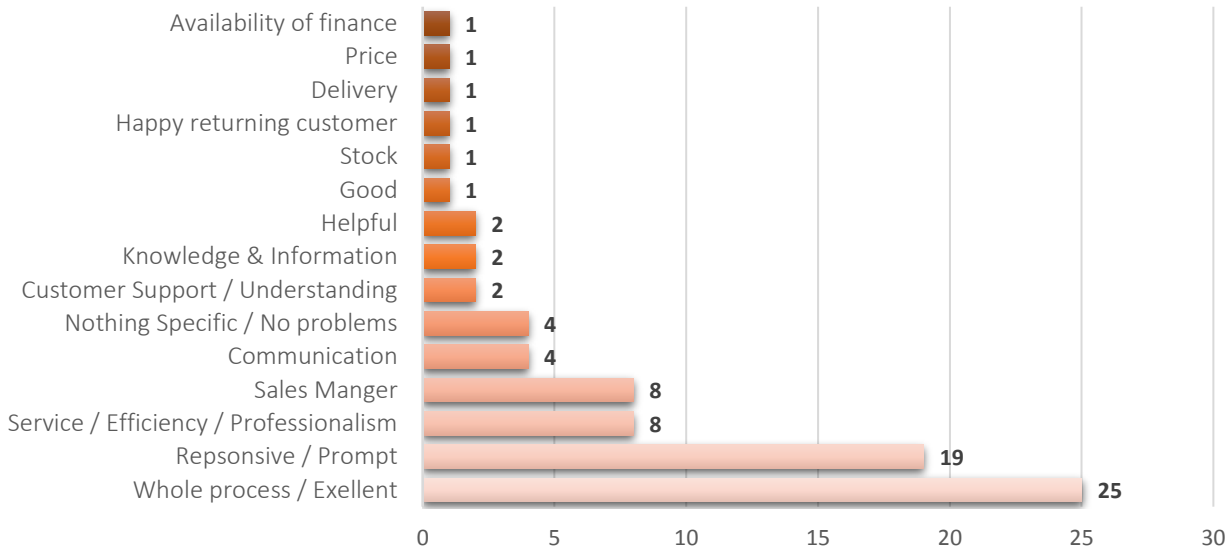


### Executive Summary

Summary of results.

What do you think they do well at this time?

### Mentions



### Executive Summary

Analyse free text question and summarise by mentions

What do you believe could be improved?

Summary of responses

## Customer service

Supposed to rectify the cutter size which has been reported via email but no one has got back to them. Needed 80mm cutter, but received a 63mm cutter.

Information for training missing

Sales rep

Price

Had an issue with the bar feed, but has since been resolved.

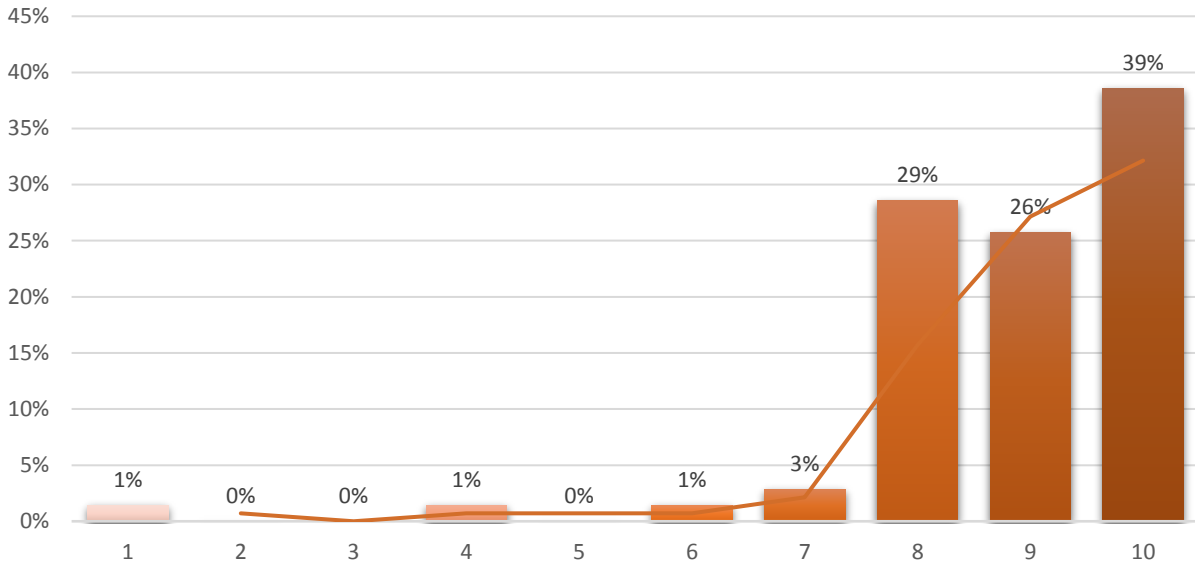
More places and locations to see the machines on site, but nothing else.

Listening to customer requirements, as they got the wrong machine delivered initially

## Questions in Open Ended Format

*Open-ended questions are questions that require an answer about the recipient's thoughts or feelings. These are the best way to get information from respondents without leading them to an answer. They make the recipient think about what they are answering and the information you can gather with them, while harder to analyse, is often more beneficial for your business.*

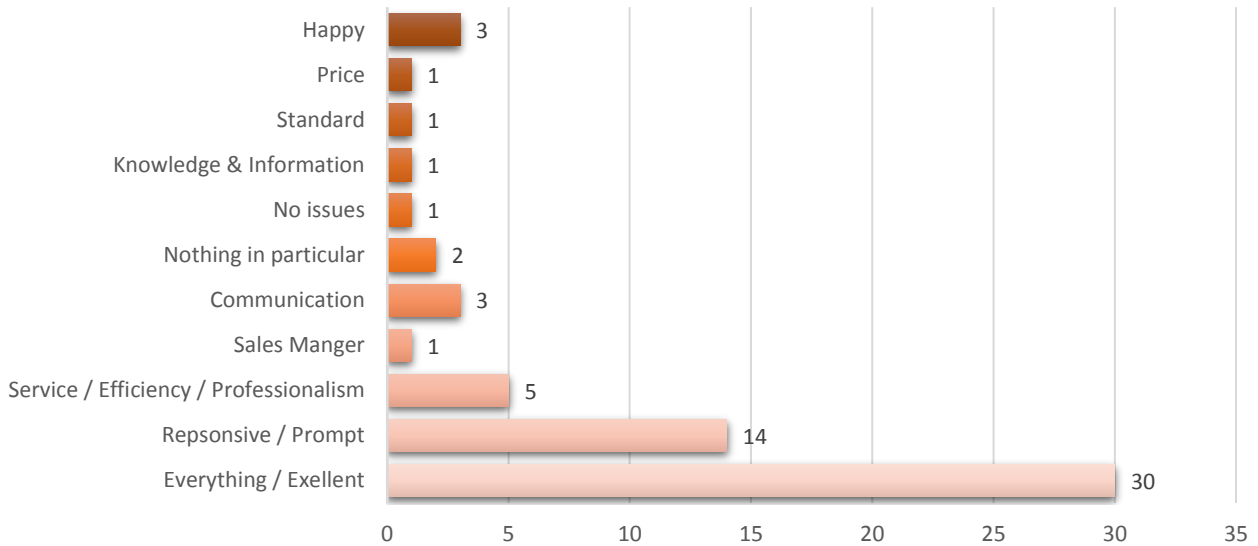
On a scale of 1-10, how would you rate the efficiency of receiving the quotation and technical specification and it being in line with your expectations?



### Executive Summary

Summary of results.

### Mentions



### Executive Summary

Analyse free text question and summarise by mentions

## What do you believe could be improved?

### Summary of responses

2100S was not standard which was a surprise and not expected to not only the customer but also the salesman.

Missed final quote regarding the data server, therefore did not go well concerning being in line with their expectations. This is now sorted.

Receiving the quotation was fine, maybe be quicker. The issue was concerning the specification of the machine; the conveyor of the machine was incorrect as it needed a special one which they didn't know about.

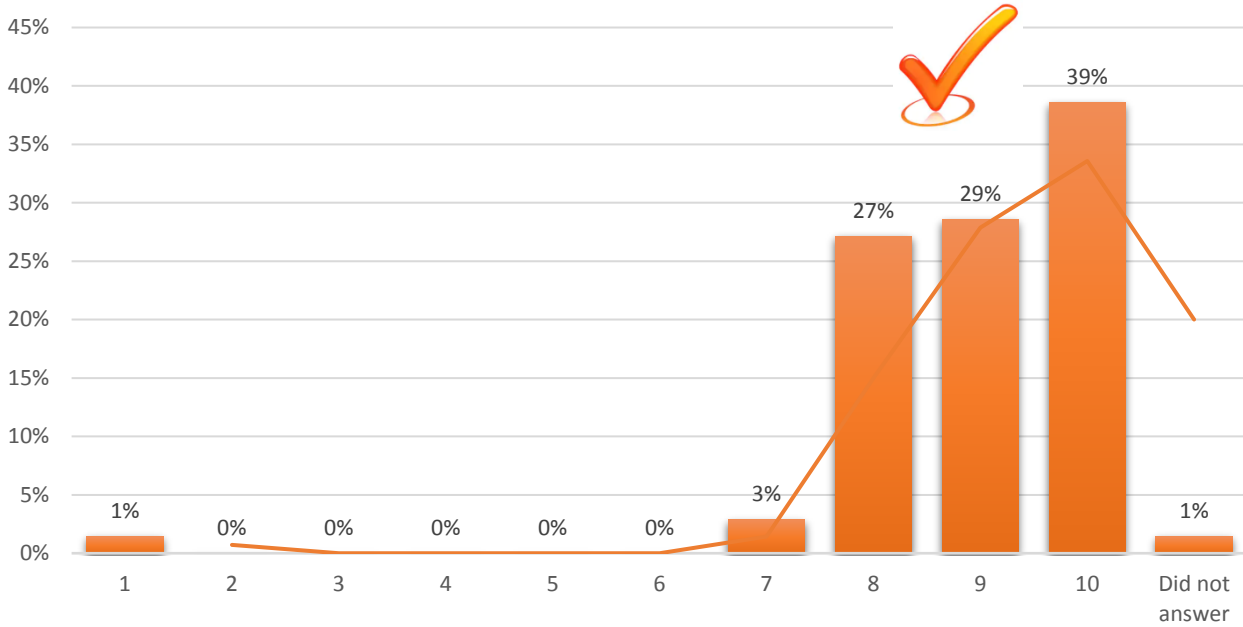
Few minor errors in the paperwork.

They can never find out any proper technical specifications

Some bits were wrong.

Price (2 respondents)

On a scale of 1-10 how would you rate the efficiency of upon order placement and were satisfied that you received the sales order confirmation contract in a timely manner?

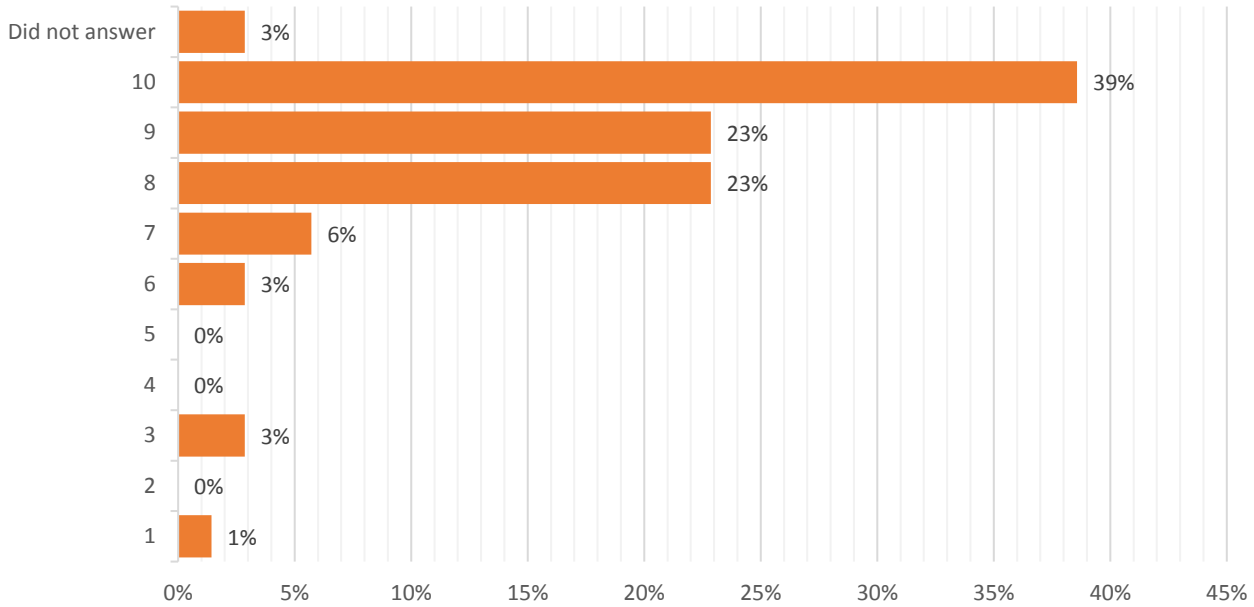


Example summary: - 95% (66) of respondents answered 8 or above when asked how they rated the efficiency of receiving the sales order confirmation once they had placed an order. Only 1 respondent rated the efficiency 5 or below.

If score 5 and below, what do you believe could be improved?

Summary of results.

On a scale of 1-10 how would you rate the installation performance overall?



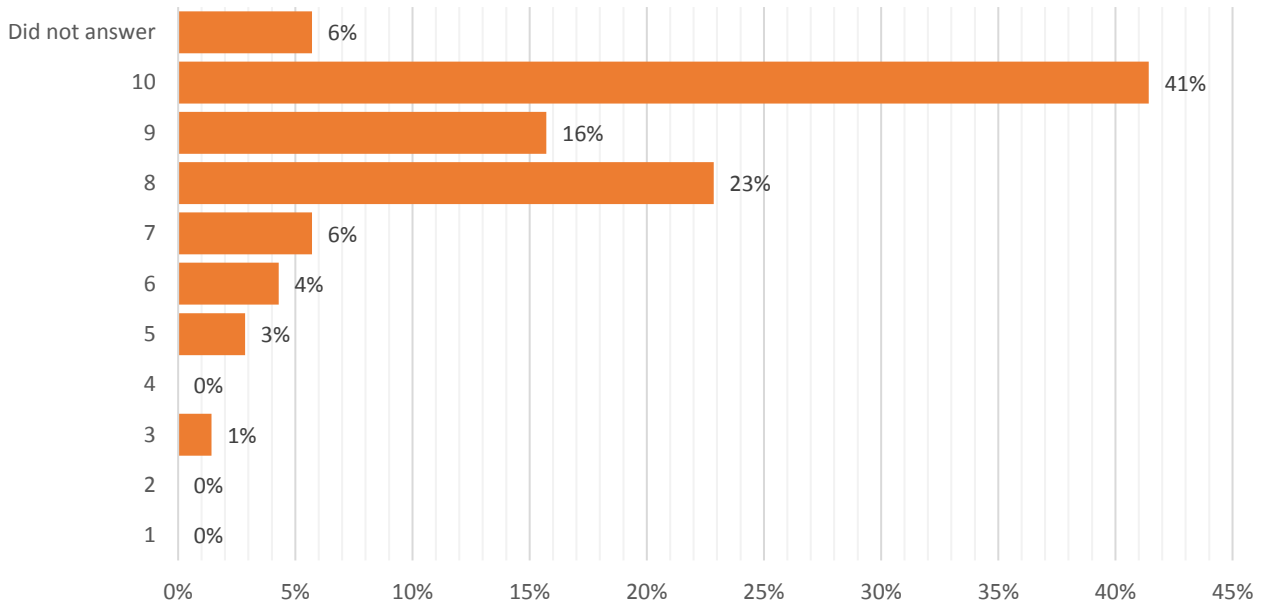
85% (59) respondents rate the overall installation performance as 8 or above of which 39% (27) respondents rated it 10. Only 4% (3) of respondents rated performance 5 or below.

What do you think they do well at this time?





On a scale of 1-10 how would you rate the accuracy of the machine being set up for use?



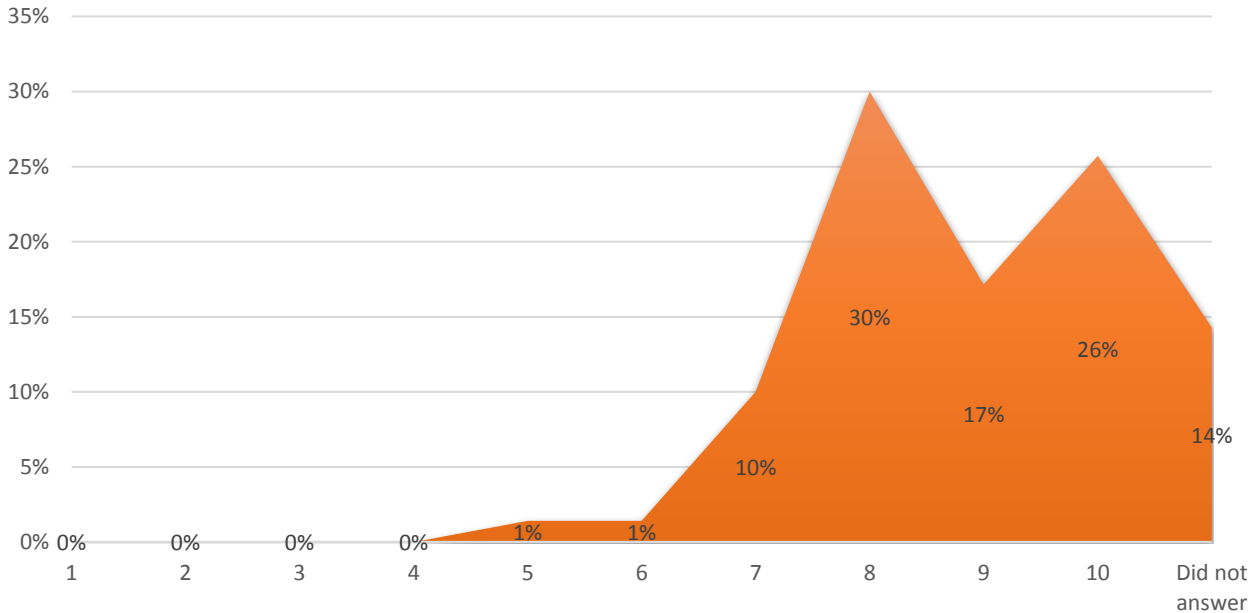
80% (56) respondents rate the overall installation performance as 8 or above of which 41% (29) respondents rated it 10. Only 4% (3) of respondents rated performance 5 or below.

What do you believe could be improved?

- 3 out of the 4 machines were set up correctly, 1 was not and are still waiting for a response
- Didn't go on the swarf conveyer, which leaked coolant, rectified within a fortnight
- Machine wasn't prepped correctly
- Tool setter probes not set up even though they said they had. Had to re-adjust the probes themselves and ##### had to come out twice to set them and were still wrong
- Initial warning sign with spindle cooling, networking issues and air consumption
- Few issues but were eventually resolved, but were given no explanation as to why. The machine was set up for use, and when they came to use it the next day, the transformer failed before use, the conveyor didn't fit, something came out of the chuck and the machine lost some of its data by 30mm. Therefore, if the customer didn't check the results would have been catastrophic. When informed #####, no one could give an explanation which made the customer doubt the machine. He was later told to check the probe daily, which he wasn't told initially.

*Please see data for full information.*

On a scale of 1-10 how would you rate the efficiency of our on-site Operator Training?



73% (51) respondents answered 8 or above when asked how they rate the efficiency of the onsite training

### What do you think we do well at this time?

Respondents were in the main very complimentary about the onsite training. Respondents described the training as in-depth whilst being clear and concise. The onsite trainer was knowledgeable, approachable and helpful and the overall customer experience was great. One respondent said that “he loved Dan. He was a really good guy and he knew his stuff, really appreciates his machine background and the fact that he can contact Dan whenever he has any questions. Really wanted Dan to do any more training he would have in the future”. The trainer communicated well and “transferred programmes from one machine to another and showed them the new aspects of the machine”. The training was described by one respondents as “perfect” and “very professional”. The only slight negative was that the first person on the first 2 machines was excellent, the 2nd person on the third machine was okay.

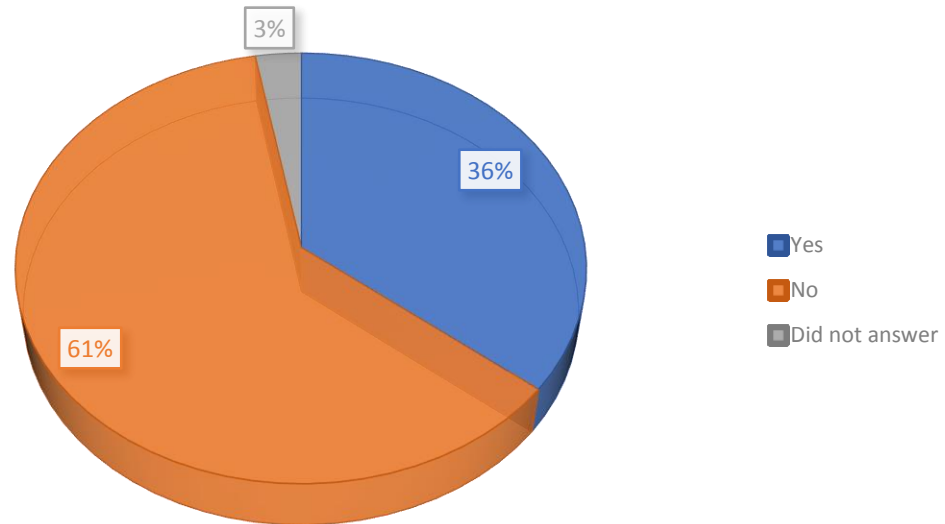
One respondent didn't have training as already had a similar machine therefore received the basic training from the engineer but did state that training all went very well. Another respondent didn't have any training as they are an existing customers and have knowledge on how to operate the machines. And a third respondent had the minimal training as they already have a machine, but the few hours they received was very good and they got all the information they needed.

10 respondents did not answer this question.

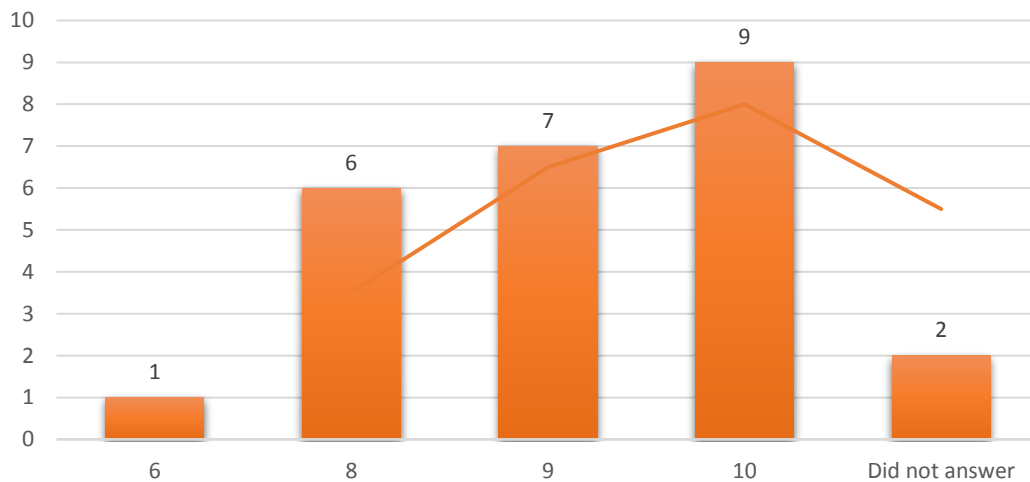


## Have you used our training Academy?

Only 36% of respondents have used the training academy



## If yes, on a scale of 1-10 how would you rate the performance of the training academy?

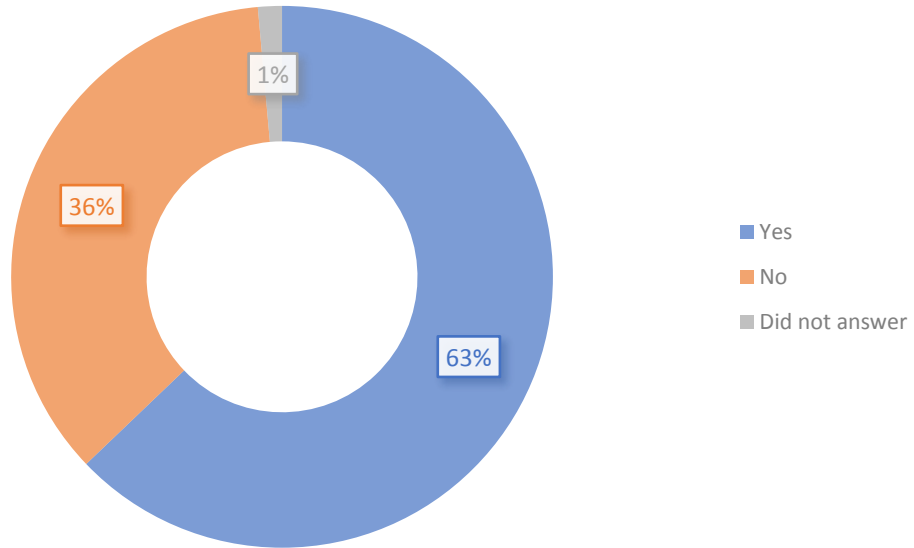


## What do you believe could be improved?

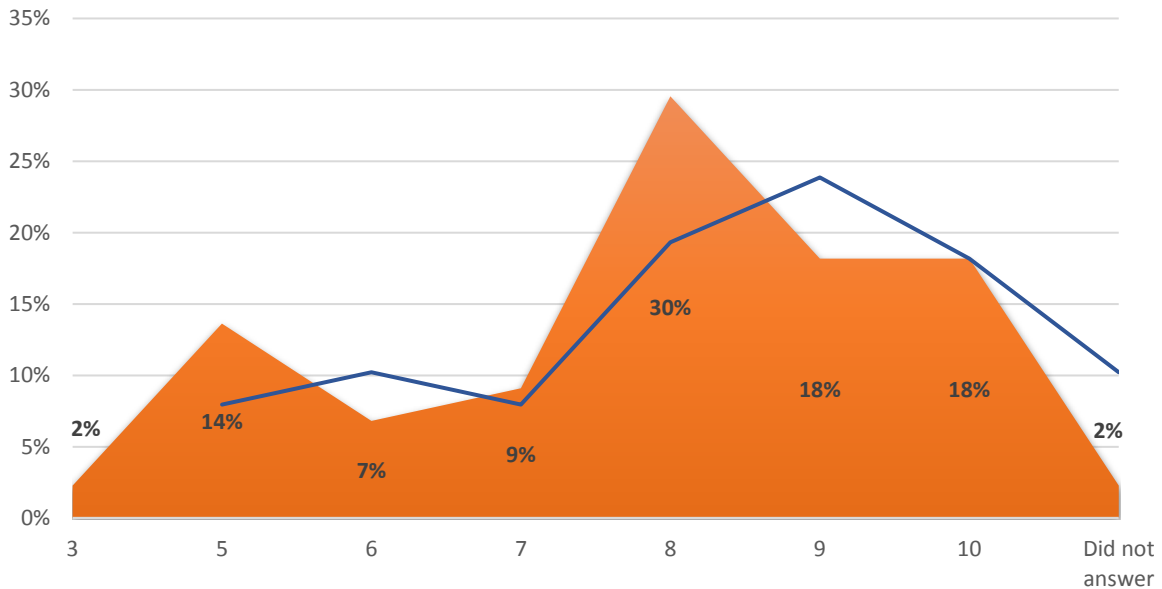
One respondent believes they are mainly to blame as they provided the incorrect information regarding the skill of the person attending the training. Another respondent couldn't comment as did not attend, but feedback received from the people who attended was satisfactory.



Have you used our Parts and spares department?

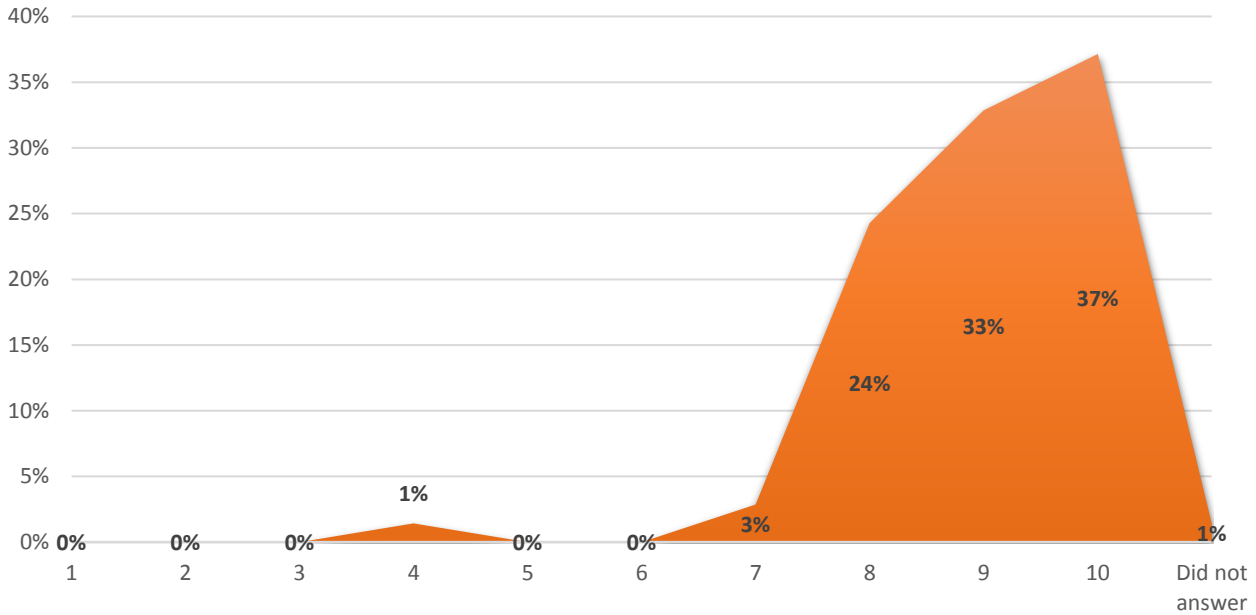


On a scale of 1-10 how would you rate the performance of the Parts & Spares Department?



Of the 44 respondents who answered yes to having used the Parts and Spares department, 66% rated the performance 8 or above. 16% of respondents rated the performance 5 or below.

On a scale of 1-10 how would you rate the knowledge and competency of **Your Company Name**?



### What do you believe could be improved?

94% of respondents rate the knowledge and competency of **Your Company Name** as 8 or above with 37% rating it 10. Only 1 respondent rated the service 5 or below, this respondent said that if asked 5 years ago they would have given a 10/10, but now it is not as good.

## Overall Executive Summary

KMB were provided 127 lines of Company data which contained a total of 162 machines. KMB completed 70 surveys which covered 91 machines. KMB's aim was to contact new customers that would have been delivered a new machine in 2019 and ask a series of questions to ensure level of satisfaction.

Key pre and after-sales services were ranked by customers on a scale of 1 to 10:

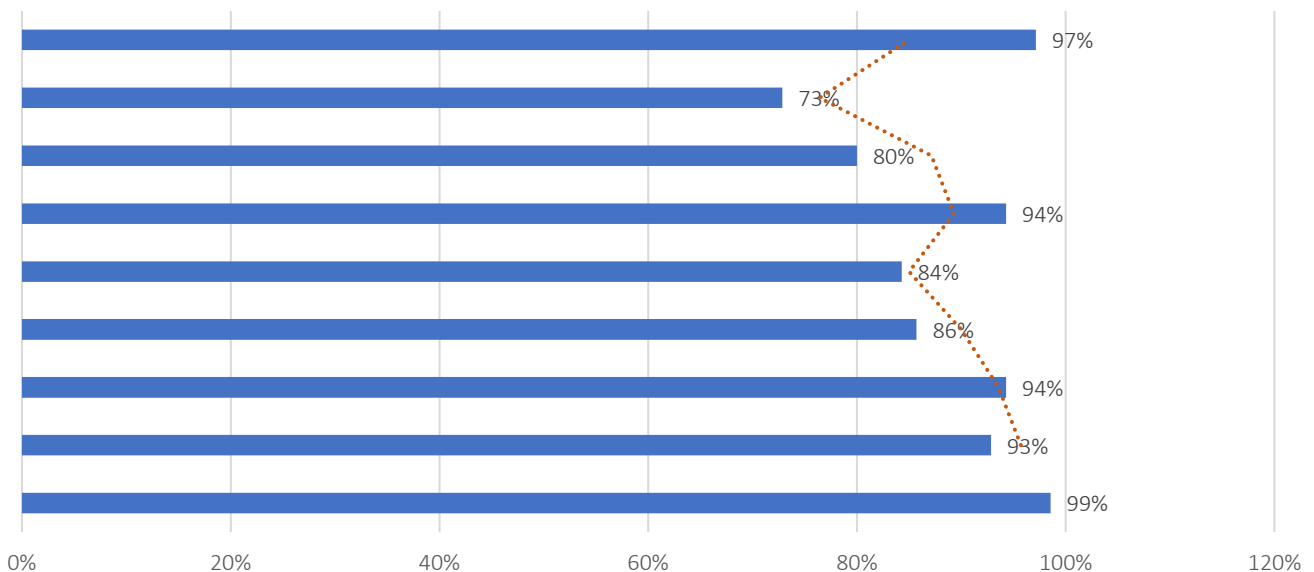
- Efficiency of your enquiry being handled
- Speed of receiving quotations and technical specification in line with their expectations
- Upon order placement satisfaction that they received their Sales order confirmation in a timely manner
- Communication from the **Your Company Name** Projects team (regarding delivery date/installation pack and any order Amendments)
- Installation performance overall
- Knowledge and Competency of **Your Company Name**
- Machine accurately set up for use
- Rate our Onsite Operator training
- Use **Your Company Name** again or recommend to other people to use **Your Company Name**

**Your Company Name** are highly-regarded and respected in the machine tool market and this is evident in the findings of the survey.

It is clear that the 70 respondents are very happy with **Your Company Name** and the overall service they provide to the customer is of a very high standard.

A massive 99% of respondents rated the efficiency of their enquiry being handled as 8 or above. 94% rated both satisfaction of receiving their sales order confirmation and knowledge and competency of **Your Company Name** as 8 or above. However the most important stat to come out of this survey is that 97% of respondents would use **Your Company Name** again or recommend them to other people.

Rated 8 or above



## Overall Executive Summary (continued)

Whilst operator training came in with only 73% of 70 respondents rating 8 or above this figure is distorted by the fact that 10 respondents did not answer this question. Of the 60 respondents that did answer the question 51 rated it 8 or above which would increase the percentage to 85%.

## Areas of Improvement

36% of all respondents stated that nothing / unsure what could be improved. Price, communication and the Parts & Service department were the main suggestions for improvement however it is evident that these would not deter customers from using **Your Company Name** as 97% rated the probability of using ##### in the future as 8 or above.

