

OUR CUSTOMER SATISFACTION SURVEY

STRIVING TO PROVIDE CONSISTENT FIRST CLASS SERVICE

We scored
85.8%



reliable efficient quick easy
 consistent value clean excellent
 happy easy recommend no problems
 quickly **good service** quality
 friendly cheaper

The number of complaints we received has **halved year on year.**

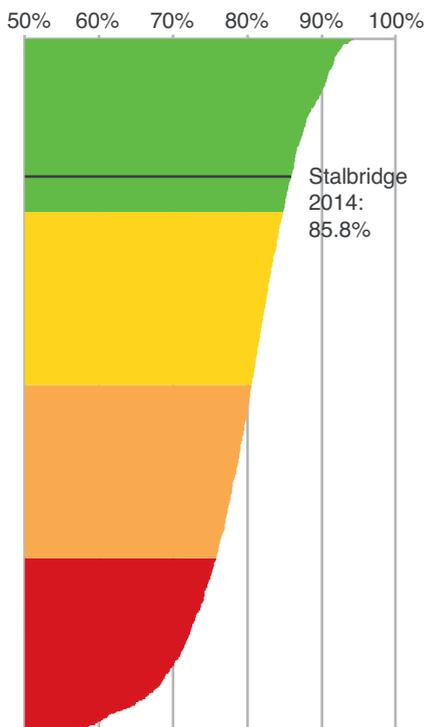
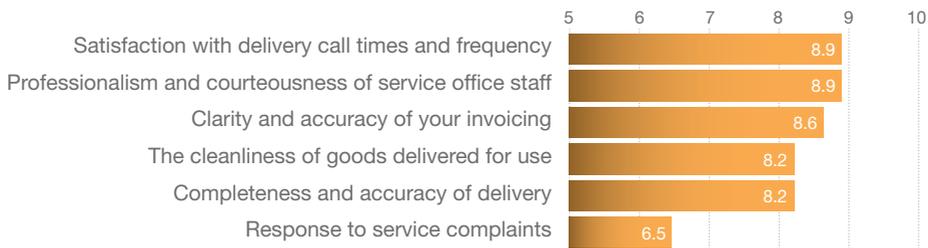
Our overall score has **increased by 6.3%** since 2009



HOW WE SCORED

We believe customer feedback is invaluable in allowing us to continually improve. We welcome it throughout all areas of our business.

The following chart shows our scoring out of 10 for the key factors that you told us were most important.



Our most recent customer satisfaction survey gave us a Leadership Factor rating of 85.8 out of 100. This places us in the top quartile of business service delivery companies. The feedback we receive is used to target those areas that really make a difference to our customers – and shape the service you receive.

“They are so good compared to other linen companies. It’s just a breeze working with them”

“Good service - no complaints, prompt, never had a problem, quick and easy to deal with, in ten years they have never let us down”

OUR IMPROVEMENT AREAS

1 RESPONSE TO SERVICE COMPLAINTS SCORE OF 6.5

Whilst any complaint is a concern to us, we need to ensure that when problems occur, our customers have the confidence that we will rectify them. This is our number one priority in 2015.

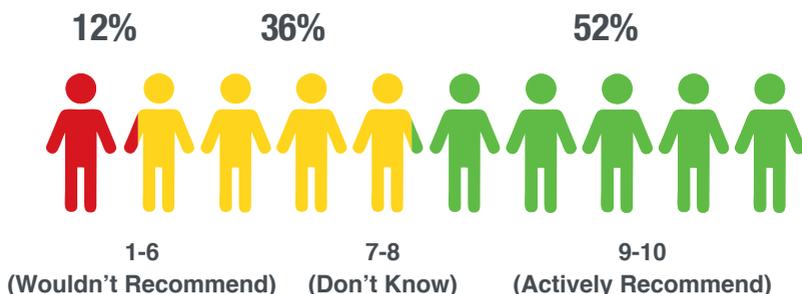
2 COMPLETENESS & ACCURACY OF DELIVERY SCORE OF 8.2

When we analyse customer complaints, the number one issue is always about accuracy of delivery. A constant focus is placed within our factory locations and improved processes are being employed.

3 THE CLEANLINESS OF GOODS DELIVERED FOR USE SCORE OF 8.2

£1.4 million is the amount we are investing in 2015 in new machinery and £3.6 million in new linen and uniforms. Ultimately quality is driven by our operating staff, and we have reviewed the standards set in each factory location.

WOULD OUR CUSTOMERS RECOMMEND US?



Our net promoter score in 2014 was 40.8%. This is calculated to be less customers who will recommend our services and scored us 9 and 10 (green) less customers who would not promote us and scored us from 1 to 6 (red). Customers who scored us 7 and 8 (amber) are judged to be passive.

WHY DO WE SURVEY OUR CUSTOMERS?

The principles of this business are simple; collect linen and uniforms from customers, wash and press them to a high quality and return them on time. If it should go wrong for any reason, fix it quickly and to the customer's satisfaction.

We aim to be the industry leader in service delivery and product quality. That is why we employ The Leadership Factor to survey our customers every year; to discover what improvements need to be made to achieve world class customer satisfaction on a consistent basis.

I'd like to thank those customers who gave up their time to speak to The Leadership Factor, and to assure you that the feedback given is very valuable to us and helps shape the service you receive.

Donald Smith
Managing Director

Quality of linen is good and if you need extras or stock taking away they are on the ball with that. They are easy to talk to and they understand and explain things properly.



Everything that Johnson's Stalbridge have done since we have been with them has been great, I would definitely recommend them.



They are very good on deliveries and collections. We don't have many problems on the accounts side of things and if I have any problems they come back to me quickly and efficiently.



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