

OUR CUSTOMER SATISFACTION SURVEY

STRIVING TO PROVIDE CONSISTENT WORLD CLASS SERVICE



we scored
85.5%



better
 never quality
 helpful deliveries
good
 efficient
service
 sorted
 recommend issues
 everything
 always happy
 reliable




our score rates us amongst the top business service delivery companies




our new paperwork, introduced in 2016, has increased our score by **0.2**



HOW WE SCORED

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

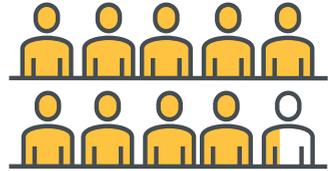
The following chart shows our scoring out of 10 for the key factors that you told us were most important.



Our most recent customer satisfaction survey gave us a TLF rating of **85.5 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.

93%

are **satisfied** with our performance



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THE CUSTOMER SURVEY RESULTS ARE VERY IMPORTANT TO US AND YOUR FEEDBACK IS VERY VALUABLE.

The annual customer survey that TLF conduct on our behalf is a key measure of how we are performing as a business. The feedback we receive from customers is a valuable source of information for us to improve as a business. Thank you if you were one of the customers who gave your time to take part in the survey.

Customers complain because they really want something to be fixed, rather than go elsewhere. Preferably we'd rather our customers had nothing to complain about at all, but when they do, it's our chance to deal quickly and efficiently with the issues raised.

That's our number one aim, and one at which we will continually work to attain genuine world class customer service.

Donald Smith, Managing Director



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OUR SCORES COMPARED TO 2015



Response to service complaints
increased by 0.2



Cleanliness of goods delivered for use
decreased by 0.3

This will continue to be a focal point for us in 2017

I've been using Johnson's Stalbridge for the last 12/13 years and I've always been satisfied with them, I've had very few issues and the ones I have had have been dealt with quickly.

I don't really have any problems with them, it's nice to work with a supplier that you can trust.

They've always been very good. The deliveries are good, the products are clean and well pressed. It's a good service all round.

OUR STAFF

DRIVERS

'Professionalism and Courteousness'

decreased by **0.3** but still remains the highest scoring factor

AREA SERVICE MANAGERS

'Ease of Contacting your Area Service Manager'

increased by **0.1**

'Professionalism and Effectiveness'

decreased by **0.2**

OFFICE STAFF

'Professionalism and Courteousness' & 'Speed of Answering Calls'

have **remained the same**

The driver is friendly and helpful and a pleasure to deal with him, but can't remember his name.

I have worked with Stalbridge for a few years prior and I know the area rep very well he does a fantastic job, the office ladies and drivers are fantastic they are a really good company overall.

It's a fantastic service and everyone is friendly, and at the end it's a good result for our guests.

YOU HAVE TOLD US WE NEED TO DO MORE IN THE FOLLOWING AREAS:



RESPONSE TO SERVICE COMPLAINTS: 7.1

Make this our number one priority of 2017
Ensure our customers have the confidence that we will rectify any
problem quickly and effectively.



COMPLETENESS & ACCURACY OF DELIVERY: 8.1

Place increased focus at all of our factory locations and improve our
processes to deliver on time, every time.



THE CLEANLINESS OF GOODS DELIVERED FOR USE: 8.0

Continue to invest in new machinery and linen
Review standards set for staff in each of our factory locations

It has got a little bit better, but we have not had the promised call back to see if things have improved.

Stalbridge have changed their pillowcase sizes, we do have some inconsistency of new and old stock at the moment but the new pillowcases are better as they are not so tight for regular pillows and the pillows sit better inside the case.

I just think that the quality needs upping a bit with the linen.

