

Customer Satisfaction Survey 2018



Customer satisfaction is a key driver at James Walker. We know that our future success depends on your satisfaction.

Our recent customer satisfaction survey brought some interesting findings and we would like to thank everyone who took part.

We are very pleased and grateful to see that your satisfaction with James Walker continues to improve. This means we are doing the right things more often.

However, we also know that we must focus on doing things better to match your expectations, especially around problem handling and lead time. We are committed to continually striving to be a better provider for you.

Peter Needham
Chairman and Chief Executive



487
Interviews



Phone
Interviews



Interviewed
during January
and February



7
Languages



Customers ALL
around the world



20
James Walker
companies
took part

Customers are MORE satisfied with...



8.9
Quality standards



8.8
Our staff



8.7
Our expertise

Quality assurance regimes	8.9
Helpfulness of staff	8.8
Integrity of supplier	8.8
Product quality	8.8
Product performance	8.8
Ease of ordering	8.8
Clear points of contact	8.8

YOU said - WE listened...



Complaint handling: We have recently invested in a new platform which helps our staff from all around the world deal more efficiently with your concerns. The analysis of the latter allows us to improve our processes and prevent reoccurrence.



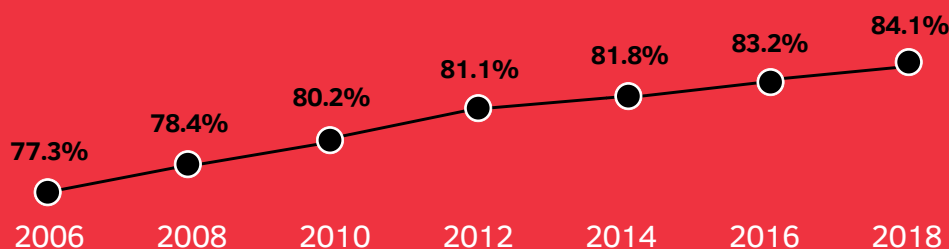
Lead times: We are absolutely aware that accurate and short lead times are essential to your business. We are currently restructuring our supply chain to offer you greater service.

Customers are MORE satisfied than last year...

2018
84.1%
2016
83.2%
2014
81.8%

James Walker
now sits in the Top
Quartile of B2B
manufacturing
companies*

*Source: TLF Research
based on 250 survey results



Customers are selected at random to take part. If you were not approached on this occasion but would like to make any comments or provide feedback, please do not hesitate to contact us.

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Alternatively you can use the online form on our website, your feedback is always welcome.