

Damon Industry

Customer Satisfaction Report in 2017

The producer: Damon Industry Marketing Department



the basic situation of survey

In December, 2017, Demon Industry organized customer satisfaction survey of the year. Truly thank for the active involvement and great support of the customers!

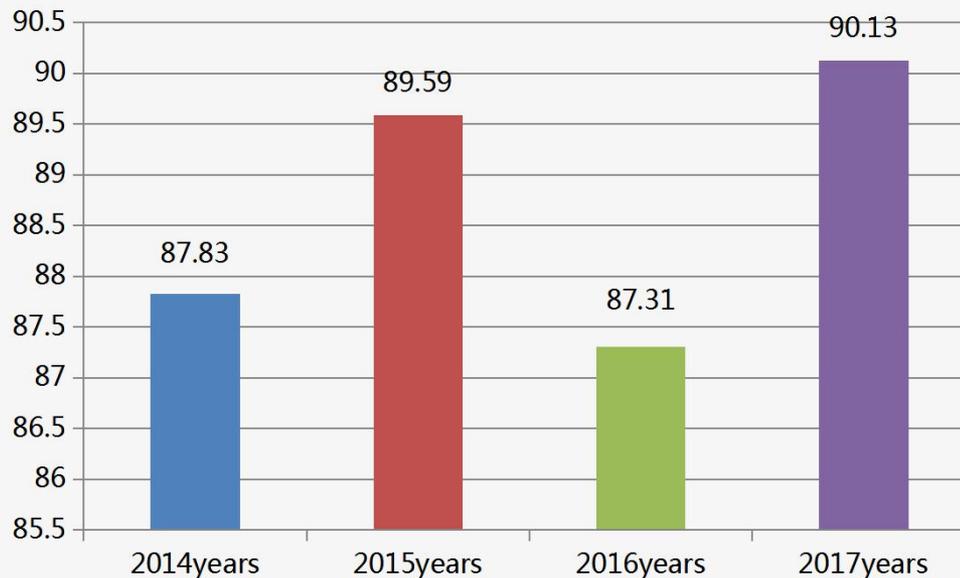
62 customer feedbacks were harvested in this survey. Now the result of the survey is shared with you after careful data statistics and analysis.

customer satisfaction survey results

In 2017, the customers reflected the problems in the last satisfaction survey of Damon Industry. According to it, we made the specific improvement in following aspects: pre-sale/after-sale feedback timeliness, product delivery cycle, product quality—thread, MDR catalogue usability striving to provide qualified services.

In 2017, Damon Industry customer satisfaction score was 90.13 with your strong support.

Customer satisfaction results for 4 years



Under your support and affirmation, our customer satisfaction has been raised year by year while we will put forward higher requests for ourselves and continue to work hard to offer even better service.

customers satisfaction statistics analysis

Through the customer satisfaction survey, we have found that most customers have given high appraisal to our topics such as ‘package and packing list’ ‘Fast and effective solution to the problem’ ‘pre sales feedback timeliness’, ‘product stability’, ‘sample and website’, ‘parameterized drawing’. Here, we are highly appreciating to your recognition. We will do much better for you!

In the meantime, some aspects as following need to be improved urgently.

1. Product delivery cycle
2. delivery
3. app and website promotion

For all this, we have confirmed the specific improvement programs in 2018 as following through a series of discussion and communication.

customers satisfaction survey results

The following items will be an important rectification of Damon Industry in 2018:

- 1、 To improve product delivery cycle: Shorten the delivery period by improving the overall delivery cycle of the product
- 2、 To promote app and website: Let you know more about our online service and handle it easily.
- 3、 To improve the products' quality: Strengthen the internal control of the surface of the product.
- 4、 To improve delivery: improve delivery service quality through optimizing delivery supplier and routes.

your advice and suggestions are welcome

Thanks again for your support to Damon Industry as always. During the improvement, we will report the progress of improvement regularly and invite you to supervise the process together.

Meanwhile, your valuable suggestions are highly welcomed for us. You could contact us through the following ways.

Mailbox: info@damonroller.com

TEL: 0572-3826078

Let us expand the market together to win the future!
Thanks!

Thanks

ZHEJIANG DAMON INDUSTRIAL EQUIPMENT CO.,LTD.

en.damonroller.com