

2023 Customer Satisfaction Report of Damon Industry



Overall Investigation of
Customer Satisfaction

In 2023, with your support, our customer satisfaction survey result is **90.86**



170 Questionnaires



180 Suggestions

Improved items

Based on your feedback and suggestions, we will make more efforts in the following aspects to improve your satisfaction:



1. Improve the receiving identifiability and convenience of multi-specification products



2. Shorten the production cycle of Sprocket Rollers and rubber lagging rollers



3. Improve the timeliness of customers' pre-sales feedback within non-working hours

Review of improvement in 2023

Our improved items of 2023 are shown below.
The results will be reported to you:



Improvement of online services

- The drawings of more products of regular specifications are put online
- Supported to check the order progress based on the customer order number



Improvement of product quality

- The judgment criteria for production and processing is optimized



Improvement of the delivery cycle

- The delivery time of Steel Poly-Vee roller is improved



Improvement of after-sales services

- The after-sales matter is handled more quickly and better supported
- The code-scanning feedback channel for after-sales problems is activated

Item of the channel for suggestions and feedback



We will regularly report the rectification progress to you and invite you to supervise our work.
Meanwhile, you are welcome to give your opinions and suggestions to us.



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Rolling Guaranteed

Creating competitiveness
for our customers' logistics systems!

