

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.



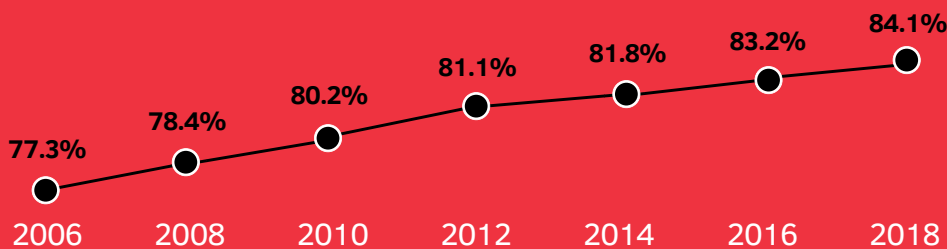
Lead times: We are absolutely aware that accurate and short lead times are essential to your business. We are currently restructuring our supply chain to offer you greater service.

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.