

INDUSTRIAL

Customer  
Satisfaction  
Survey

2016



Your feedback is important to us and helps **improve the service we provide to meet our customers' needs**

## Industrial customers

We recently completed our annual customer satisfaction survey for 2016. Thanks to your feedback about what you like and dislike, where we perform well and what we could do better, we are now taking steps to enhance the value and quality of services we provide to you.

48 industrial customers across waste, water and energy responded electronically. Respondents were asked to score our performance on a range of criteria; from proactivity to safety and environmental performance.

We would like to thank you for participating in the survey. Your feedback is important to us and helps improve the service we provide and the way we engage with you. We do this with the aim of creating the best customer experience possible for you.

**48 customers** were sampled in this survey

We welcome your feedback at any time.

You can get in touch in the following ways:

 [www.veolia.co.uk/feedback](http://www.veolia.co.uk/feedback)

 [twitter.com/veoliauk](https://twitter.com/veoliauk)



## YOUR FEEDBACK IN NUMBERS

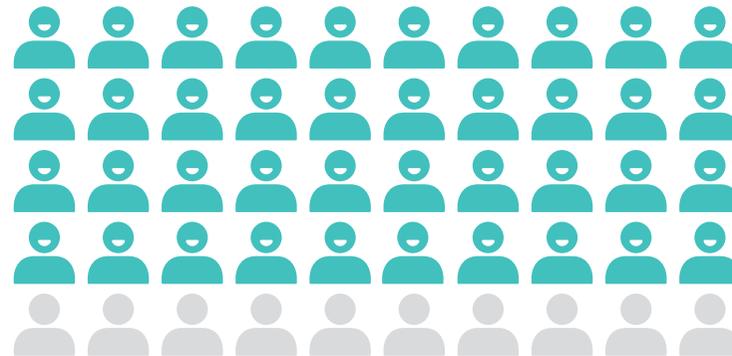
We pride ourselves on our **professional and friendly service**

Customers who took part in our survey were asked to consider a range of questions and rate our performance. This has enabled us to benchmark and rate our performance over the past 12 months.

Overall customer satisfaction

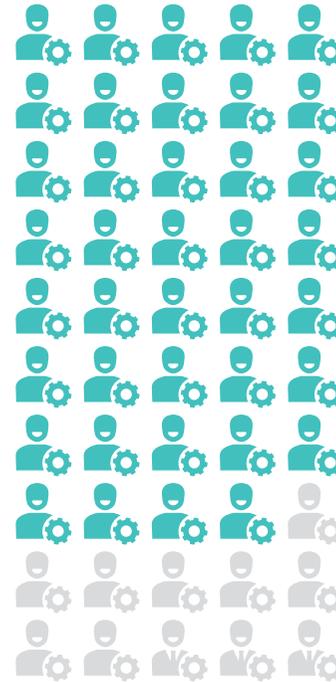


**Overall customer satisfaction 80%**  
(up 5% on 2015)



Your feedback will help us to **enhance your customer experience**

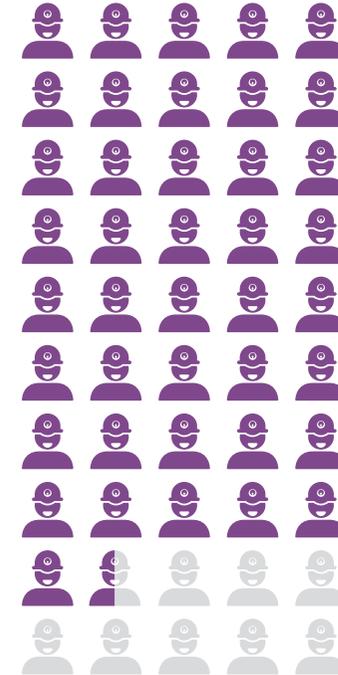
Proactivity 



78%

We are always looking at new ways to be innovative and proactive in identifying and implementing solutions across our operations and your thoughts are invaluable. Our new solutions such as Hubgrade (reactive monitoring for energy, water and waste assets) are specifically designed to monitor your resources, and identify continual optimisation opportunities.

Safety and environmental performance 

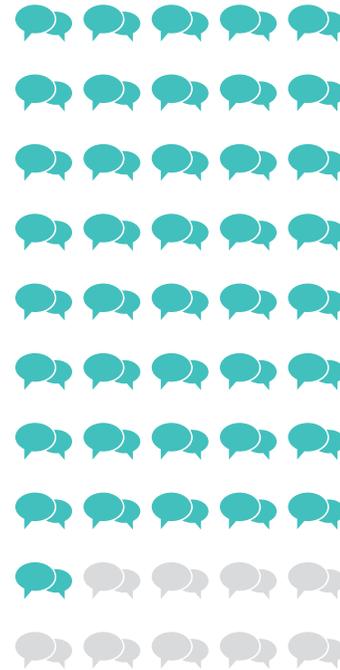


83%

Keeping our staff, your staff and the general public safe, whilst ensuring the highest levels of environmental compliance is our highest priority. We are pleased with a score of 83% but will continually look to enhance our performance in this area.

Your feedback will help us to **enhance your customer experience**

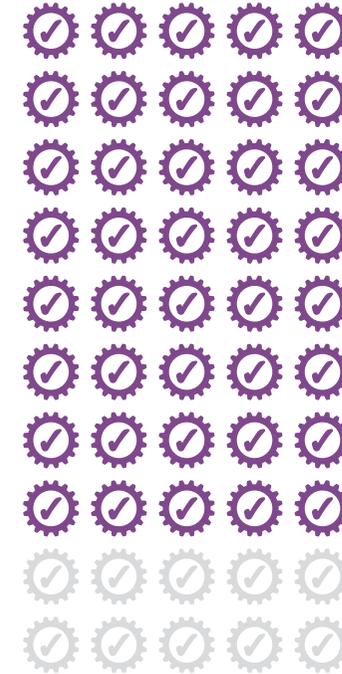
Listening to customer needs



82%

You rated us 82% for listening to your needs. Understanding your challenges and aligning our solutions to meet your needs is a key priority. This year we have listened to your feedback and have identified areas for improvement around being more proactive in striving for innovation and optimisation. This will become a focus for us.

Service delivery



80%

Last year you asked for more focus on a partnership approach and we are pleased to see so much positive feedback around an enhanced approach to 'working together to deliver and improve'.

Your feedback will help us to **enhance your customer experience**

#### Net Promoter Score (NPS)

The Net Promoter Score (NPS) is an index that measures the willingness of customers to recommend a company's products or services to others.

We are proud that you scored us nine points above the industry average of 24, but we want to be best in class.

We will continue to strive to maintain and increase this score in 2017 by keeping our customers' needs at the forefront of our service offers.

**NPS of 33**

(a score of 24 is the average for a B2B company)



A selection of additional  
**feedback and areas  
for improvement**

very strong reactive response record  
**very professional**  
helpfulness of the on-site team is very good  
proactive, enthusiastic, collaborative and forward thinking service  
**positive and proactive approach**  
excellent capability to work with the ever changing needs  
**first class service**  
find the whole team helpful  
I would recommend Veolia as a boiler house partner  
overall very happy with the service received



A selection of additional  
**feedback and areas  
for improvement**

focus on customer support

demonstrate greater understanding of customer business

continue partnership, working together to deliver and improve

more proactive

focus on quality of documentation

**improve**

**responsiveness**

management visibility

## What happens to your **feedback**?

Your feedback has been analysed and shared with our business improvement teams. Areas for improvement have been highlighted and action plans are being developed to continuously improve the level of service we offer to you.

We will keep you informed of customer service improvements as they happen. Our newsletter is the perfect platform for you to keep up to date with these improvements.

To receive your quarterly copy of Industry Outlook please email:



[laura.gillions@veolia.com](mailto:laura.gillions@veolia.com)

## What have we already **achieved**?

Whilst the results of our survey have been positive and we are delighted to have scored 5% higher than 2015 for overall satisfaction, we appreciate that there is room for improvement.

Our reorganisation into a regional structure has now embedded and at every opportunity we need to work with you to match your local and global expectations.

This year there is a request for more proactive innovation and optimisation. We have also continued to actively invest in state-of-the-art resource monitoring technology to improve our speed and flexibility in responding to issues and improving operations efficiency.



To learn more watch our **energy efficiency in buildings** animation.

[Click here>](#)