**Customer Satisfaction Survey 2016**

**Covestro**

Your answers will be kept in strict confidence and will only be used to improve products supply and services of Covestro.

You acknowledge that you provide any information on a voluntary basis and in your full discretion. You are free not to answer any question(s) without stating reasons. In addition, if you decide to answer any of the following questions, you confirm that you are allowed to do so without violating any laws or contractual obligations.

Please do not answer the open questions with sensitive information. In particular, you recognize that in some circumstances that your other main suppliers are Covestro’s competitors. Please do not disclose such supplier’s sensentivie information, such as product pricing and/or volume, in the course of this survey.

\*\*\* Do you agree to disclose your name and your suggestions in the open questions to Covestro?

□1 Yes □2 No

1. Which of the following departments do you belong to? (single choice)

□1 Logistics / Supply Chain □2 Management □3 Production / Engineering

□4 Purchasing / Procurement □5 Quality Assurance □6 Research & Development

□7 Sales □8 Others (please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ )

We are interested to know about your satisfaction level on different areas when using Covestro materials & services. Please indicate your level of satisfaction on each aspect with 5 meaning very satisfied and 1 very dissatisfied.

**Product Offerings**

**1 = Very Dissatisfied, 5 = Very Satisfied**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Importance to me  1= unimportant, 5=very important | | | | | Covestro Performance | | | | |
| 2.1 Consistent quality of products | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 2.2 Wide range of products | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 2.3 Offer of innovative solutions | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 2.4 Availability of documents specific to the products | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 2.5 Products meet my requirements | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 2.6 Useful product information | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 2.7 Safety compliance / advisory | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 2.8 Value of the products in relation to their performance | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 2.9 Which origin(s) you mostly receive Covestro products? (multiple choice)  □1 China □2 Germany □3 India □4 Japan  □5 United States □6 Others (please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ) | | | | | | | | | | |
| 2.10 What comments/suggestions do you have in relation to Covestro products? | | | | | | | | | | |

**Business Relationship**

**1 = Very Dissatisfied, 5 = Very Satisfied, 0 = Not applicable/Don’t know**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Covestro Performance | | | | | |
| 3.1 Customer focus | 1 | 2 | 3 | 4 | 5 | 0 |
| 3.2 A cooperative partner | 1 | 2 | 3 | 4 | 5 | 0 |
| 3.3 Innovative approach to the development of new business | 1 | 2 | 3 | 4 | 5 | 0 |
| 3.4 What comments/suggestions do you have for Covestro in relation to its business relationships with clients? | | | | | | |

**Support by Sales Representative**

**1 = Very Dissatisfied, 5 = Very Satisfied, 0 = Not applicable/Don’t know**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Covestro Performance | | | | | |
| 4.1 Availability | 1 | 2 | 3 | 4 | 5 | 0 |
| 4.2 Response time to inquiries | 1 | 2 | 3 | 4 | 5 | 0 |
| 4.3 Reliability | 1 | 2 | 3 | 4 | 5 | 0 |
| 4.4 Proactive recommendation of solutions | 1 | 2 | 3 | 4 | 5 | 0 |
| 4.5 Frequency of visit | 1 | 2 | 3 | 4 | 5 | 0 |
| 4.6 Expertise / Competence | 1 | 2 | 3 | 4 | 5 | 0 |
| 4.7 What comments/suggestions do you have in relation to your experience with Covestro sales representatives? | | | | | | |

**Support by Technical Service Representative**

**1 = Very Dissatisfied, 5 = Very Satisfied, 0 = Not applicable/Don’t know**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Covestro Performance | | | | | |
| 5.1 Availability | 1 | 2 | 3 | 4 | 5 | 0 |
| 5.2 Response time to inquiries | 1 | 2 | 3 | 4 | 5 | 0 |
| 5.3 Reliability | 1 | 2 | 3 | 4 | 5 | 0 |
| 5.4 Proactive recommendation of solutions | 1 | 2 | 3 | 4 | 5 | 0 |
| 5.5 Frequency of visit | 1 | 2 | 3 | 4 | 5 | 0 |
| 5.6 Expertise / Competence | 1 | 2 | 3 | 4 | 5 | 0 |
| 5.7 What comments/suggestions do you have in relation to your experience with Covestro technical service representatives? | | | | | | |

**Support by Customer Service Representative**

**1 = Very Dissatisfied, 5 = Very Satisfied, 0 = Not applicable/Don’t know**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Covestro Performance | | | | | |
| 6.1 Availability | 1 | 2 | 3 | 4 | 5 | 0 |
| 6.2 Response time to inquiries | 1 | 2 | 3 | 4 | 5 | 0 |
| 6.3 Promptness in informing me about changes to my order | 1 | 2 | 3 | 4 | 5 | 0 |
| 6.4 Reliability | 1 | 2 | 3 | 4 | 5 | 0 |
| 6.5 Proactive problem solving | 1 | 2 | 3 | 4 | 5 | 0 |
| 6.6 Expertise / Competence | 1 | 2 | 3 | 4 | 5 | 0 |
| 6.7 What comments/suggestions do you have in relation to the service rendered by Covestro customer service representatives? | | | | | | |

**Order Handling and Delivery**

**1 = Very Dissatisfied, 5 = Very Satisfied, 0 = Not applicable/Don’t know**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Covestro Performance | | | | | |
| 7.1 Prompt confirmation of orders receipt | 1 | 2 | 3 | 4 | 5 | 0 |
| 7.2 Prompt information about order amendments | 1 | 2 | 3 | 4 | 5 | 0 |
| 7.3 Availability of products at the time of ordering | 1 | 2 | 3 | 4 | 5 | 0 |
| 7.4 Complete delivery of the ordered products | 1 | 2 | 3 | 4 | 5 | 0 |
| 7.5 Adherence to requested delivery dates | 1 | 2 | 3 | 4 | 5 | 0 |
| 7.6 Adherence to confirmed delivery dates and times | 1 | 2 | 3 | 4 | 5 | 0 |
| 7.7 Flexibility in the case of special requests | 1 | 2 | 3 | 4 | 5 | 0 |
| 7.8 Quality of packaging | 1 | 2 | 3 | 4 | 5 | 0 |
| 7.9 Quality of transportation | 1 | 2 | 3 | 4 | 5 | 0 |
| 7.10 Timeliness of documentation (e.g. Country of Origin, Billing of Lading) | 1 | 2 | 3 | 4 | 5 | 0 |
| 7.11 What comments/suggestions do you have in relation to Covestro responses on your special requests, e.g. delivery time, documentation, packaging, payment term, transportation mode, etc.? | | | | | | |

**Complaint Management**

Have you had any cause for complaint with Covestro regarding product quality or delivery performance during the last 12 months? □1 Yes (please continue to Q8) □2 No (please skip to Q9)

**1 = Very Dissatisfied, 5 = Very Satisfied, 0 = Not applicable/Don’t know**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Covestro Performance | | | | | |
| 8.1 Timeliness of complaint handling on product quality | 1 | 2 | 3 | 4 | 5 | 0 |
| 8.2 Professional advice/Effectiveness of complaint handling on product quality | 1 | 2 | 3 | 4 | 5 | 0 |
| 8.3 Quick/efficient handling of complaints regarding delivery performance | 1 | 2 | 3 | 4 | 5 | 0 |
| 8.4 What comments/suggestions do you have in relation to Covestro complaint management? | | | | | | |

**Corporate Identity**

**1 = Strongly disagree, 5 = Strongly agree**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Covestro Performance | | | | |
| 9.1 Is a competent supplier | 1 | 2 | 3 | 4 | 5 |
| 9.2 Offers a competitive advantage over other suppliers | 1 | 2 | 3 | 4 | 5 |
| 9.3 Is a company that I can rely on | 1 | 2 | 3 | 4 | 5 |
| 9.4 Is a leader in Research and Development | 1 | 2 | 3 | 4 | 5 |
| 9.5 Has efficiently-organized operational procedures | 1 | 2 | 3 | 4 | 5 |
| 9.6 Has good business prospects | 1 | 2 | 3 | 4 | 5 |
| 9.7 Is a company that actively contributes to environmental & socially responsible | 1 | 2 | 3 | 4 | 5 |
| 9.8 Has no differences between Bayer MaterialScience and Covestro | 1 | 2 | 3 | 4 | 5 |
| 9.9 What comments/suggestions do you have in relation to corporate identity between Bayer MaterialScience and Covestro, e.g. corporate confidence, product offerings, auxiliary services ? | | | | | |

**Information Technology**

Finally, Covestro is promoting IT tools to improve services level and would like to perceive your interests on the new services.

**1 = Strongly disagree, 5 = Strongly agree, 0 = Not applicable/Don’t know**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 10.1 How satisfied are you with IT tools, e.g. Corporate Website, Online Product Center, regarding your collaboration with Covestro? | 1 | 2 | 3 | 4 | 5 | 0 |
| 10.2 Are you using our Electronic platform for order placing, e.g. Order@Covestro, automatic system connection?  □1 Yes (please answer 10.4 & 10.5)  □2 No (please answer 10.3)………...End | | | | | | |
| 10.3 What kind of ordering method would you prefer and have interest in using? (multiple choice)  □1 Electronic ordering / online ordering  □2 Email  □3 Telephone  □4 Fax  □5 Others (please specify:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) | | | | | | |
| 10.4 Which are the benefits you obtain after adopt Electronic Ordering? (multiple choice)  □1 Speedy order creation and acknowledgment  □2 Real time order tracking  □3 Product documents download  □4 Order list report  □5 User defined auto message alert  □6 Others (please specify:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)   s | | | | | | |
| 10.5 What comments/suggestions do you have in relation to improvement area from Electronic Ordering? | | | | | | |

**~ Thank you very much for your time and participation on this survey~**

**~ End ~**