

2011 Customer Satisfaction Survey Results

In August 2011, Novus Sealing launched an on-line customer satisfaction survey in order to measure the level of service we offer our customers.

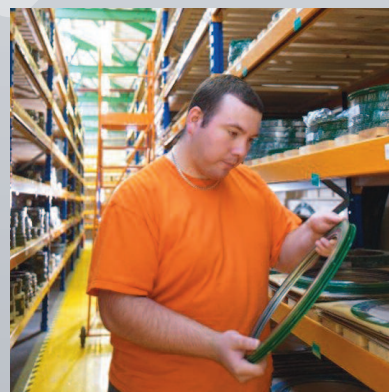
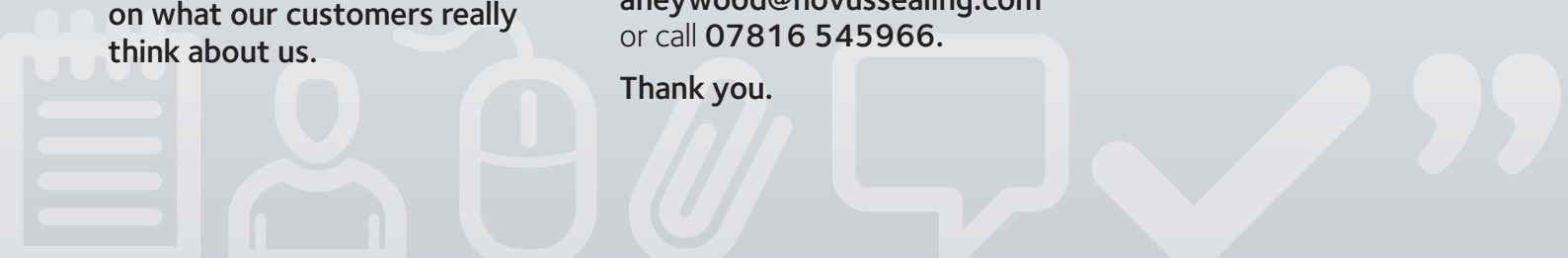
From 700 surveys emailed out, we received 94 responses.

The results were extremely encouraging and we have decided to offer you a snapshot on what our customers really think about us.

If you have a particular issue that you need help with, or an idea on how we could improve our service offering, please don't wait until the next survey. Tell us about it because we really want to know how to make Novus Sealing Ltd your first choice supplier.

You can email **Andrew Heywood**, Commercial Director on aheywood@novussealing.com or call **07816 545966**.

Thank you.



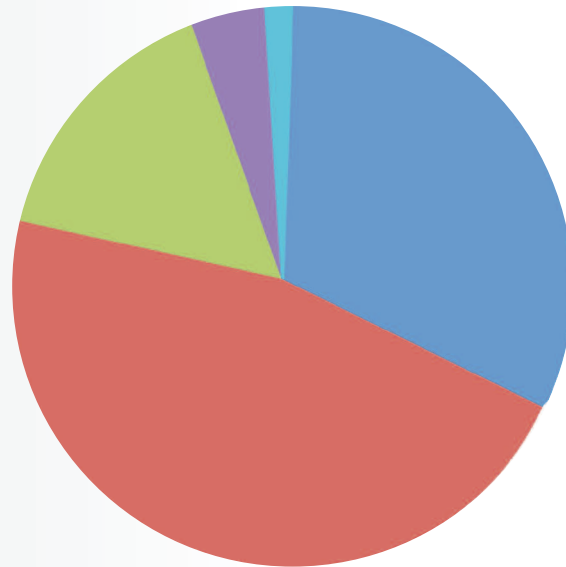
Section 1 - Rate our response times

We asked customers to rate our response times and as you can see from the graph right, we received a very positive result on the time it takes for us to prepare quotations.

Our aim is to always respond to quotations on our core product range within a maximum of 24 hours. We will contact you should we expect it to take longer than this.

For any urgent quotations, or if you are unhappy with the time taken to respond to an enquiry please email Andrew Heywood, Commercial Director aheywood@novussealing.com or call 07816 545966.

Submit Quotations



Our aim is to
always respond to
quotations on time
and in line with
your expectations.

Section 2 - Rate our performance

Lead-times

During 2011, a number of factors have influenced our lead-times.

One of the major problems has been the availability of PTFE related polymers used in the manufacture of Uniflon sheet.

A reduction and delay in supply coincided with a drastic upturn in demand which resulted in high order levels and extended lead-times. We are now in a position where we have stabilised our supply chain and are bringing lead-times in line with your expectations.

We have added further equipment in our Uniflon department to increase our capabilities and capacity, in order to provide improved service to our customers.

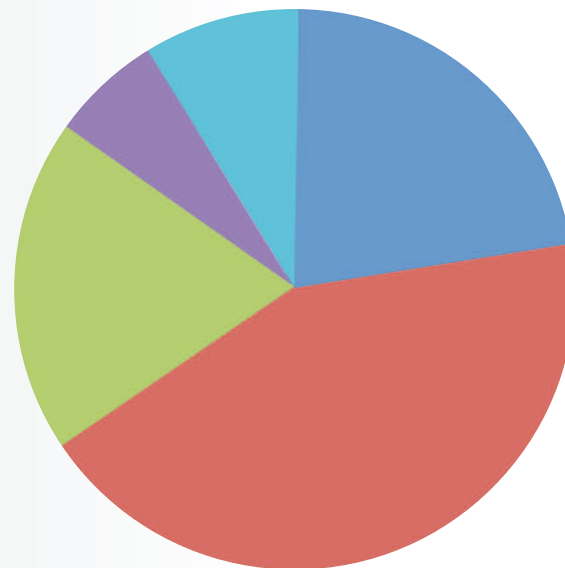
Lead-times in jointing have been affected by the need for substantial maintenance in 2011. This necessary work has been completed, together with high levels of investment in processing equipment and the introduction of a weekend shift that significantly extends our capacity.

A new oven has also been commissioned which can take 2m wide sheets for the Uniflon range.

We hope the above information shows our customers that Novus are committed to continuous improvement and as you can see we are doing all we can to reduce our lead-times to our customers.

Should you have any specific questions or queries relating to this, please contact Andrew Heywood on the number/email address below.

Quoted lead times



Within the next 4 weeks we will have a full time weekend shift, working 36 hours Fri/Sat/Sun.

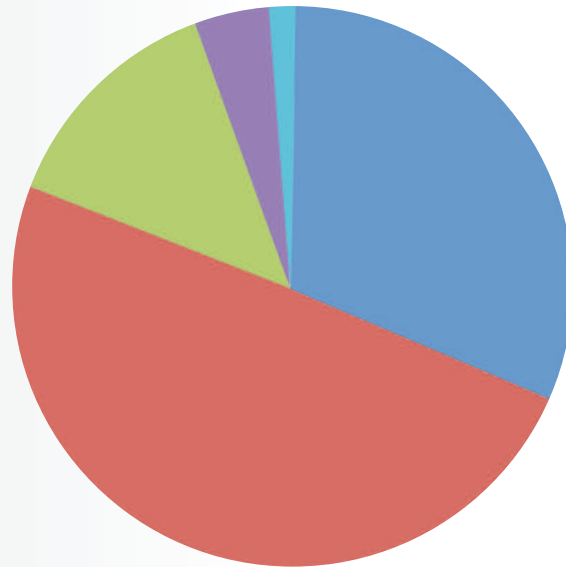
Section 3 – Rate our level of knowledge

We are proud of the level of expertise and knowledge within Novus and so we are delighted that all our departments scored highly on our survey.

We will shortly be announcing details on how we have expanded this expertise further, with the introduction of more Application Engineers, which will ensure continued improvement of the technical support we offer our customers.

Should you wish to visit the Novus site to meet the team, or if you would like to be visited by one of our sales representatives, then please contact please contact Andrew Heywood on the number/email address below.

Internal sales

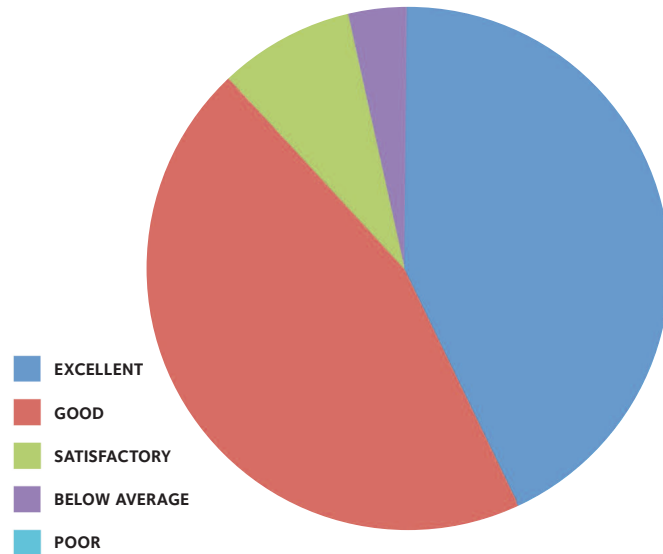


We have expanded our expertise further... ensuring continued improvement of the technical support we offer our customers.

Section 4 - Rate our helpfulness

We pride ourselves on customer service, and being able to respond in a timely and helpful manner within all departments, which is reflected in the results, shown right.

Internal sales

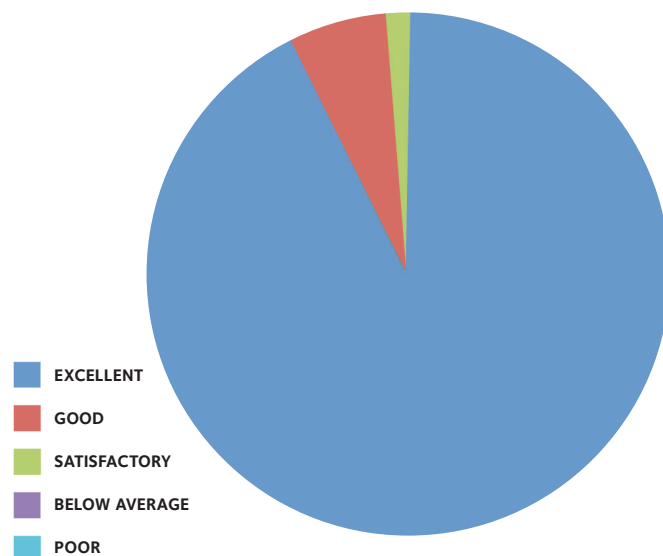


Section 5 - Rate the quality of our products

We place great emphasis on maintaining the highest possible standards for all our products and services. The results within our survey confirmed that we are still achieving our challenging standards.

Our products - performance & reliability

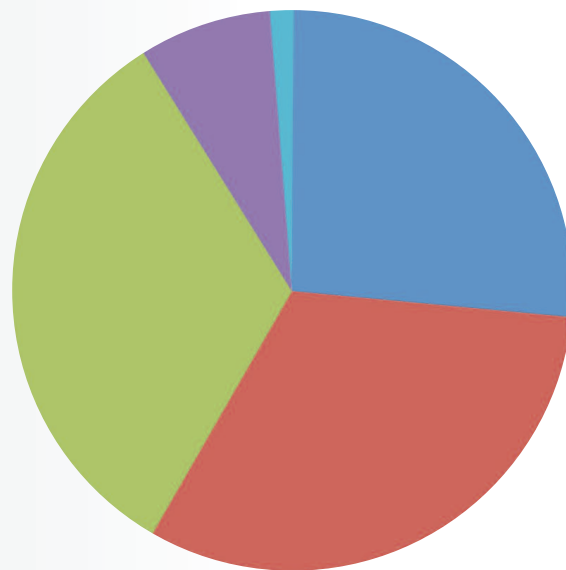
The survey results confirm that we are still achieving high standards for all our products & services.



Section 6 – Comparison with competitors

We believe in offering a good, value for money, quality product, and our intention is to always maintain the results, right.

In comparison with competitors how do we rate? Value for money?



Novus Sealing and our distributors are fully committed to ensuring our customers throughout the world receive the highest level of quality and technical support for our products and services.