

Customer Satisfaction Survey

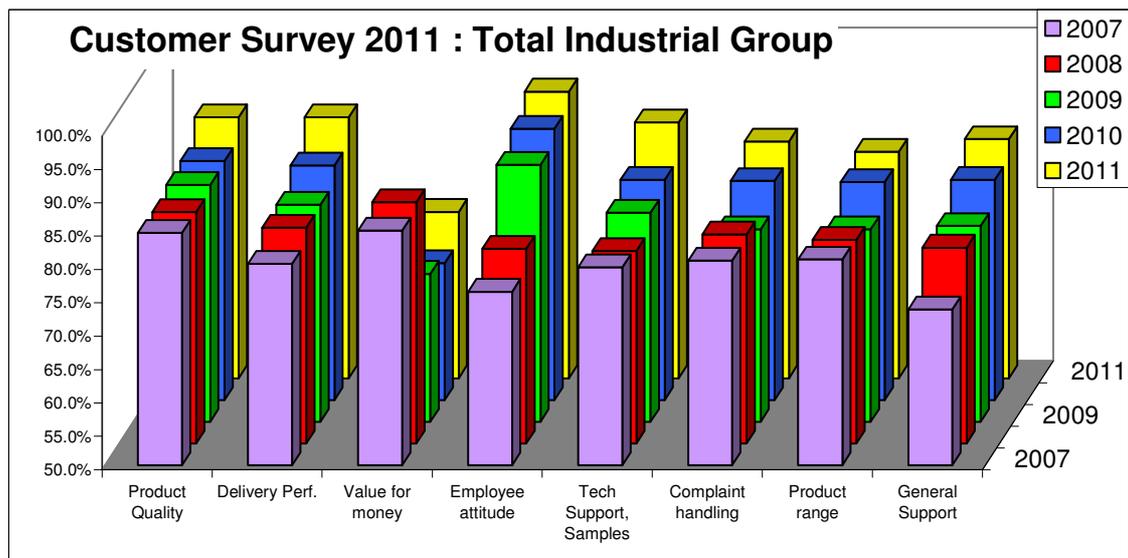
Every year, every year, DS Smith Packaging Industrial (formerly SCA Packaging) conducts a Customer Satisfaction Survey ~ this process is now in its 15th year. For 2011, we are publishing the results in full, unedited, so our customers can see the views of all our clients & for prospective customers to view this “Feedback” as they would when making a major purchasing decision as a consumer.

Customers are requested to express their opinions against a 1 (poor) :6 (excellent) “tick box” scale in 8 categories.

- Product Quality.
- Delivery Performance
- Value For Money
- Employee Attitude
- Technical Support
- Complaint Handling
- Product Range
- General Support

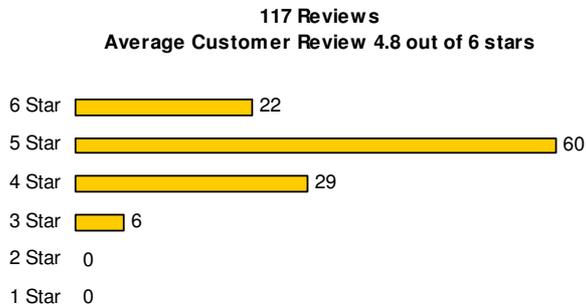
A numerical average of these ratings has been used to generate the 6 star rating for each individual customer and can be found below under “Feedback”. This section also includes the individual answers to our question *“If you were asked by a third party about DS Smith Packaging, what would you say?”* the answers appear in the order in which they were received at our office.

To produce the Bar Chart, which summarizes the survey, we have aggregated the results.



Customer & contact names have been excluded for commercial reasons, however, we are very happy to authenticate the results upon request to helen.wiggins@dssmith.eu

Feedback



★★★★★☆ “Manufacturer of top level quality packaging, flexible, good supportive lead times, good technical support & excellent solution provider”

★★★★★☆ “They keep me informed with any delivery changes & general product info”

★★★★★☆ “I would say that they are a very professional company who are represented extremely professionally by their Account Manager, who at all times is very courteous & extremely helpful”

★★★★★☆ “They products are all we need and the only company that we have found to tick all the top quality needs we have”

★★★★★☆ “Excellent customers service level, quick, reliable”

★★★★★☆ “The level of quality standards throughout the company. Can demonstrate “end to end” quality process. Company personnel very easy to deal with, professional in approach”

★★★★★☆ “Fantastic service & products”

★★★★★☆ “Would recommend as a packaging supplier”

★★★★★☆ “Would recommend this company without hesitation. They are a very reputable company supplying excellent products with a knowledgeable sales force team”

★★★★★☆ “Perfect supplier for our packaging requirements”

- ★★★★☆☆ “Reliable delivery, approachable i.e. Changes in specs”
- ★★★★☆☆ “Would recommend you”
- ★★★★☆☆ “Reliable, strong level of support – technical & customer service”
- ★★★★☆☆ “Major Player in packaging field – would recommend you – could improve by reducing price!”
- ★★★★☆☆ “Good company to deal with. Very reliable & quality to a good standard. A company well worth dealing with”
- ★★★★☆☆ “Good reliable supplier”
- ★★★★☆☆ “Our preferred source of heavier grade corrugated”
- ★★★★☆☆ “They sell us a high quality box”
- ★★★★☆☆ “I think they are a good supplier & have worked closely for solutions to our problems”
- ★★★★☆☆ “They are very helpful, professional, and easy to do business with company”
- ★★★★☆☆ “They are an excellent partnership company, would highly recommend”
- ★★★★☆☆ “A very reliable, high quality supplier”
- ★★★★☆☆ “Care for the environment, care for staffing, and good communications with the representative”
- ★★★★☆☆ “They are a very good supplier of boxes”
- ★★★★☆☆ “Quality products, helpful staff”
- ★★★★☆☆ “The products we buy from they are always of the highest standard. Any new designs are handled efficiently & to our specifications”
- ★★★★☆☆ “Good quality, delivery on time, stated lead times not flexible & has suffered this year. Professional image, not always backed up in practice”

★★★★★★ “Excellent product. Will try to make anything you ask for – helpful staff”

★★★★★★ “Very good service, quick delivery of goods. Very happy all round”

★★★★★★ “Very good, I would recommend them as a competent & knowledgeable supplier”

★★★★★ “Excellent organisation to deal with but the expensive end of the sale. Provide value service offering and would recommend them as a supplier”

★★★★★ “They supply a quality product at a good price. They are customer friendly and have good product knowledge”

★★★★★ “Excellent service, no quality complaints or late deliveries. If only all suppliers could be like that. Could be cheaper, though!!!”

★★★★★ “Would recommend them – good company to deal with”

★★★★★ “The company supplies a good product for our needs”

★★★★★ “Attentive to our requirement”

★★★★★ “Good supplier, slow with sample turn around”

★★★★★★ “Excellent service offered”

★★★★★ “I would have to say that as an organisation they are very professional in their approach to any business requests & forthcoming in trying to not only innovate but also try to reduce cost of the product. Unfortunately they are currently being affected by the global commodity pricing which affects their product but to give credit they try to absorb as much cost from increases passed down as they can. Personnel are friendly & flexible in their approach whenever asked to change & update any of our requirements. Any issues are swiftly dealt with by proactive account management. All in all a recommended supplier to any business for their packaging requirements”

★★★★★ “Not cheap, lead times are not as short as they should be but generally a well run Company with helpful staff”

★★★★☆☆ “To date we have not used the full services of them for production packaging. We have through a 3rd party been involved with the company when new packaging is being introduced into our supplier base via agreements made with our customer. There have been delivery issues experienced, through no fault of themselves, for which I have personally had to try and resolve. During this process I have found them to be highly professional in terms of their response times and communications”

★★★★★★ “Good supplier, good products, great attitude”

★★★★☆☆ “Good quality material and service!”

★★★★☆☆ “Good quality product company very helpful and helped technically. Staff always pleasant & helpful. Delivery very efficient”

★★★★☆☆ “Would recommend you for quality of service”

★★★★☆☆ “They offer excellent service and support and very good value for money”

★★★★☆☆ “The quality of the goods is exceptional but the delivery service could improve. Account manager is very professional and always contactable for any issues that may arise”

★★★★☆☆ “Service and support has always been very good, would recommend as a supplier”

★★★★☆☆ “Would strongly recommend for good products and service”

★★★★☆☆ “This would depend on how the supplier performed over the last few months, at present the relationship between them and we have been very good with good communication skills during the recent trials. The above scores have been based on recent trading and may increase over the next 12 months if the deliveries and quality of the final product is made on time and in full”

★★★★★★ “Good Packaging Supplier”

★★★★☆☆ “Very professional outfit capable of doing any size, shape box, shipper unit. I would not hesitate to encourage colleagues or 3rd party supplier to use them. I trust you with out question. Always at the end of the phone no matter what time of the day”

★★★★☆☆ “They are friendly, reliable and efficient – never have any problems and resolve any queries very quickly”

★★★★★☆☆ “You are a professional company which produce specialist corrugated products”

★★★★★★ “The professionalism, aptitude and attitude of the personnel within the company make it very easy to recommend them to a third party”

★★★★★☆☆ “They are always willing to help to resolve any problems and are the best supplier we use”

★★★★★★ “Very good supplier who covers our range of exported products”

★★★★★☆☆ “Would strongly recommend them to anybody”

★★★★★☆☆ “Good quality, fast service, competitive prices and friendly customer service”

★★★★★★ “I would recommend them”

★★★★★★ “The service and support received from all departments at Hinckley are of the highest standard. They go about their business in a very professional manor and they are very aware that in these difficult economic times that ‘blue Chip’ customer service levels are critical”

★★★★★☆☆ “Good Company”

★★★★★★ “They are very helpful and their office staff is very helpful too, they always get the job done”

★★★★★☆☆ “I would say: - That if they wanted a good product at a good price with the best possible customer service then deal with them”

★★★★★☆☆ “Good all round supplier. No problems encountered in the past 12 months”

★★★★★☆☆ “Very good”

★★★★★★ “I would be quite happy to refer them, good quality & service”

★★★★★☆☆ “Good supplier all round never any problems”

★★★★★☆☆ “Good service. Easy to speak to”

★★★★★☆☆ “They have been a long term supplier to us and are always efficient in service offered”

★★★★★☆☆ “Very good attitude and delivery schedules. Price is the only negative point”

★★★★★☆☆ “I would say that they are a very good company to deal with. In my experience, the staff is extremely helpful, particularly with regards to new product development and in terms of being able to react quickly to very tight deadlines, ensuring that we are able to maintain supply to our customers”

★★★★★☆☆ “Highly recommended”

★★★★★☆☆ “Great service from Wirral complaints dealt with very quickly”

★★★★★☆☆ “I would recommend but confirm delivery details”

★★★★★☆☆ “We as a company have an issue with our megabin we use. They came up with a solution that worked really well, and although the unit price went up long term it will save money because we get more pallets in the vehicles”

★★★★★☆☆ “If asked by a third party I could only answer on the 1 order I have placed and received from your company to which I have had no problems and have been treated in a friendly but professional manner”

★★★★★☆☆ “Quality is always good. Service is excellent. Delivery has always been 100% on time (against requested delivery date)”

★★★★★☆☆ “Great supplier to work with very helpful & willing to work with you to achieve the right product for its application”

★★★★★☆☆ “Good reliable, dependable supplier”

★★★★★☆☆ “Good quality product, good service, expensive”

★★★★★☆☆ “Reliable, provide good technical support, good quality products, excellent communications and problem solving”

★★★★★☆☆ “A quality supplier”

★★★★★☆☆ “Friendly, efficient service goes back many years & remains unchanged may it continue”

★★★★★☆☆ “Reliable quality supplier”

★★★★★☆☆ “Good price, good lead times when achieved”

- ★★★★☆ "Market leader"
- ★★★★☆ "A specialist corrugator"
- ★★★★☆ "Recommend as a Heavy Duty Supplier"
- ★★★★★ "Recommend good quality products and reliable"
- ★★★★☆ "Consistent, good reliable service"
- ★★★★☆ "Good supplier"
- ★★★★★ "Timely deliveries good support good quality"
- ★★★★★ "Pass on your details, good supplier. When we have had problems they will sort it out"
- ★★★★☆ "Reliable, good product, no complaints"
- ★★★★☆ "Quality products, reliable"
- ★★★★☆ "I would recommend them to other customers and have done so in the past"
- ★★★★☆ "Very good and efficient"
- ★★★★☆ "High quality goods with reliable service"
- ★★★★☆ "They are a professional organisation which employs knowledgeable and well trained support staff. High quality product"
- ★★★★☆ "Meets all our needs, no problems with them, products meet our requirements delivered on time, current prices acceptable"
- ★★★★★ "A great company to work with giving excellent all round service"
- ★★★★☆ "Lovely company, nice people, always helpful and quality of board is excellent"
- ★★★★☆ "They are a very professional and reliable company to do business with"
- ★★★★☆ "Very reliable supplier, a pleasure to deal with"

★★★★★☆ “Extremely helpful in all aspects of business”

★★★★★☆ “Reliable and committed to the customer”

★★★★★☆ “Great company to deal with, top quality products”

★★★★★ “A great company to work with giving excellent all round service”

★★★★★☆ “Good service & quality. Very customer service focused”

★★★★★☆ “I have found their employees helpful, product good & their service is good. But their continual price increases will only make you in the long term move to a different packing procedure, using other materials or forms of packaging”

★★★★★☆ “Excellent service and product, would recommend to anyone, joy to work with”

★★★★★☆ “Suitable and sustainable supplier”

★★★★★☆ “Consistently a good supplier, deliveries mostly on time and arrive in good condition. Good technical back up and very helpful customer service”

★★★★★☆ “Solid reliable company with good reputation and good product range. Flexible and supportive when required but not always the most proactive or cost effective supplier”

★★★★★☆☆ “They get there in the end. It has been a long development curve to get the right result, but as things currently stand, the effort has been worth it”

★★★★★ “If they were looking for a quality supplier of heavy duty boxes or sheet, we believe that with experience and service from both field and office personnel they would find it hard to match. Always very good communication and quality products supplied”