



Telephone Research

Manvik Customer Service Review 10 Month Report

Prepared for:



April 2009



Introduction

- Preliminary report on a customer service tracking study undertaken for Manvik by Behaviour & Attitudes.
- 10 customers interviewed per month:
 - 5 x Manvik Ireland
 - 4 x Manvik UK
 - 1 x Wastetec
- Letters sent to pre-notify potential respondents each month.
- Currently fielding month 11 out of 12 months.

Key Points

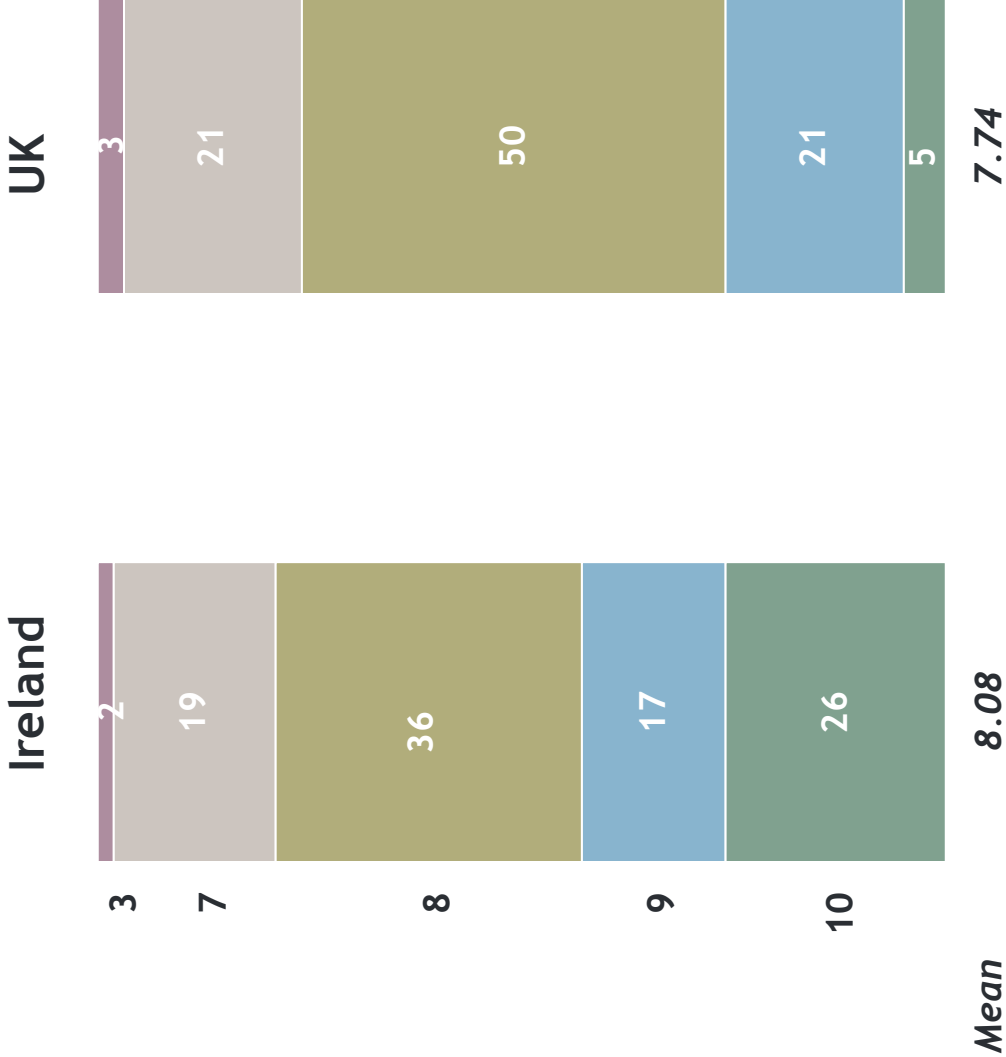
- Manvik gets a very good assessment overall
 - 8.1/10 in Ireland
 - 7.7/10 in the UK
- Expertise and Experience more highly rated in Ireland than in the UK
 - Very good business understanding
 - Very helpful at diagnosing cause of problems
 - Good at keeping up with technological changes and developments
- Innovation and anticipation of needs are relatively less important to customers.
- It is most important to keep customers informed of progress and to communicate in a timely and clear manner.
 - Although most rate Manvik well for keeping customers informed of progress, there is evident scope for improvement.

Key Points

- Keeping to promises made about deadlines is a key requirement and an area in which both Manvik companies rate well.
- Manvik are rated highly and easy to do business with, but less than half strongly agree that they have exceeded expectations
 - 48% in Ireland
 - 30% in the UK

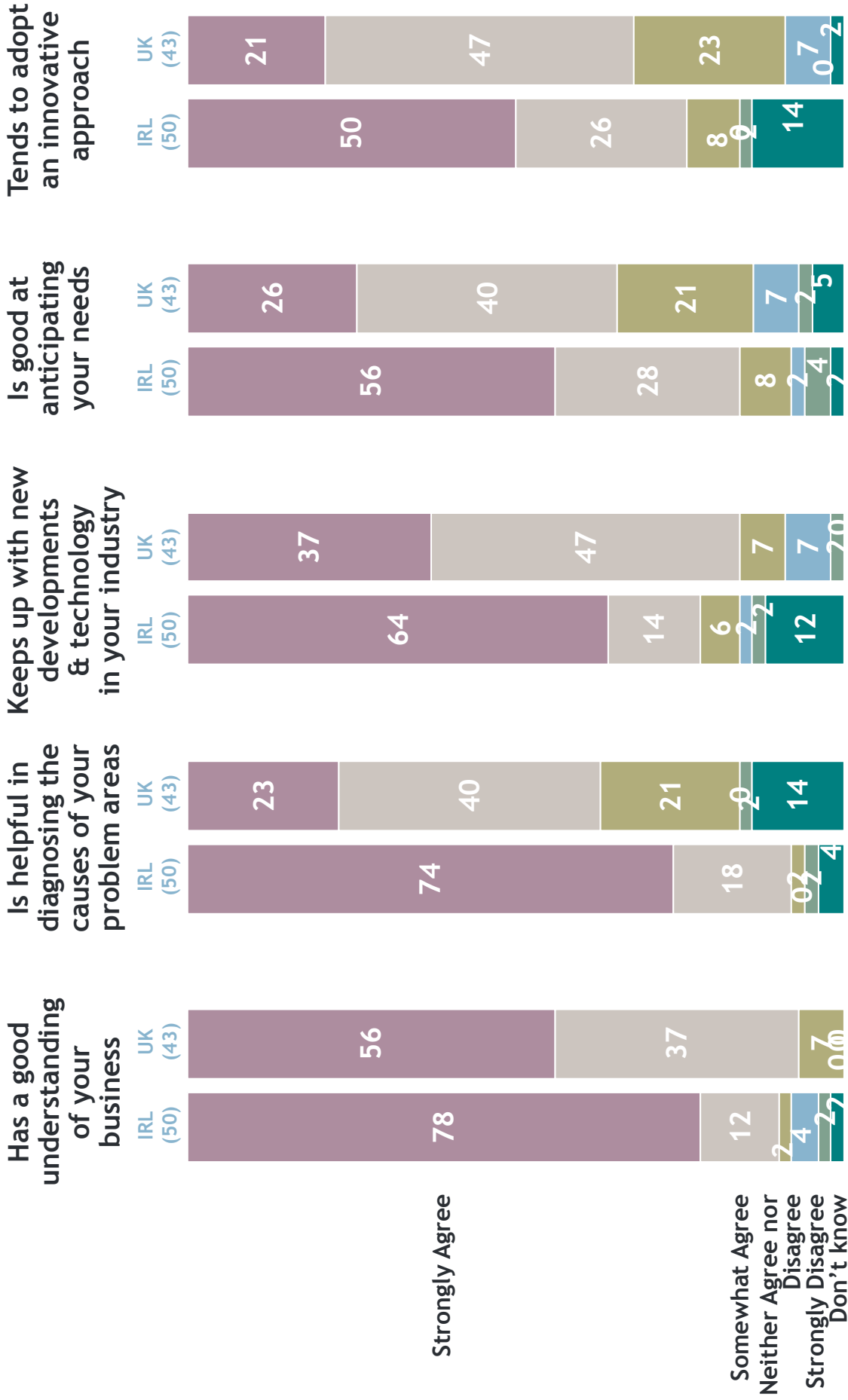
Manvik Mark Out Of Ten

Base: 103 Respondents

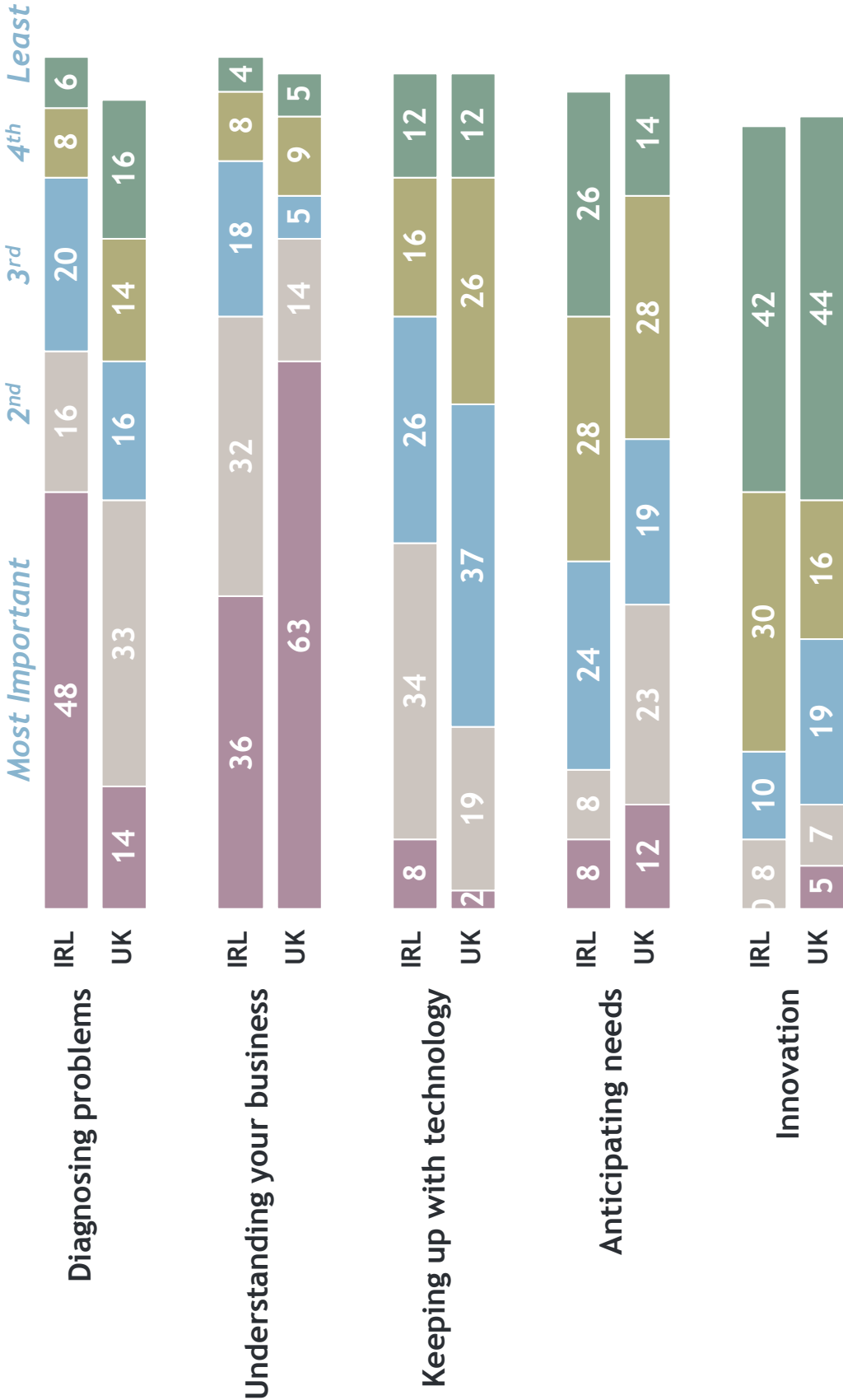


Expertise & Experience

Base: 103 Respondents

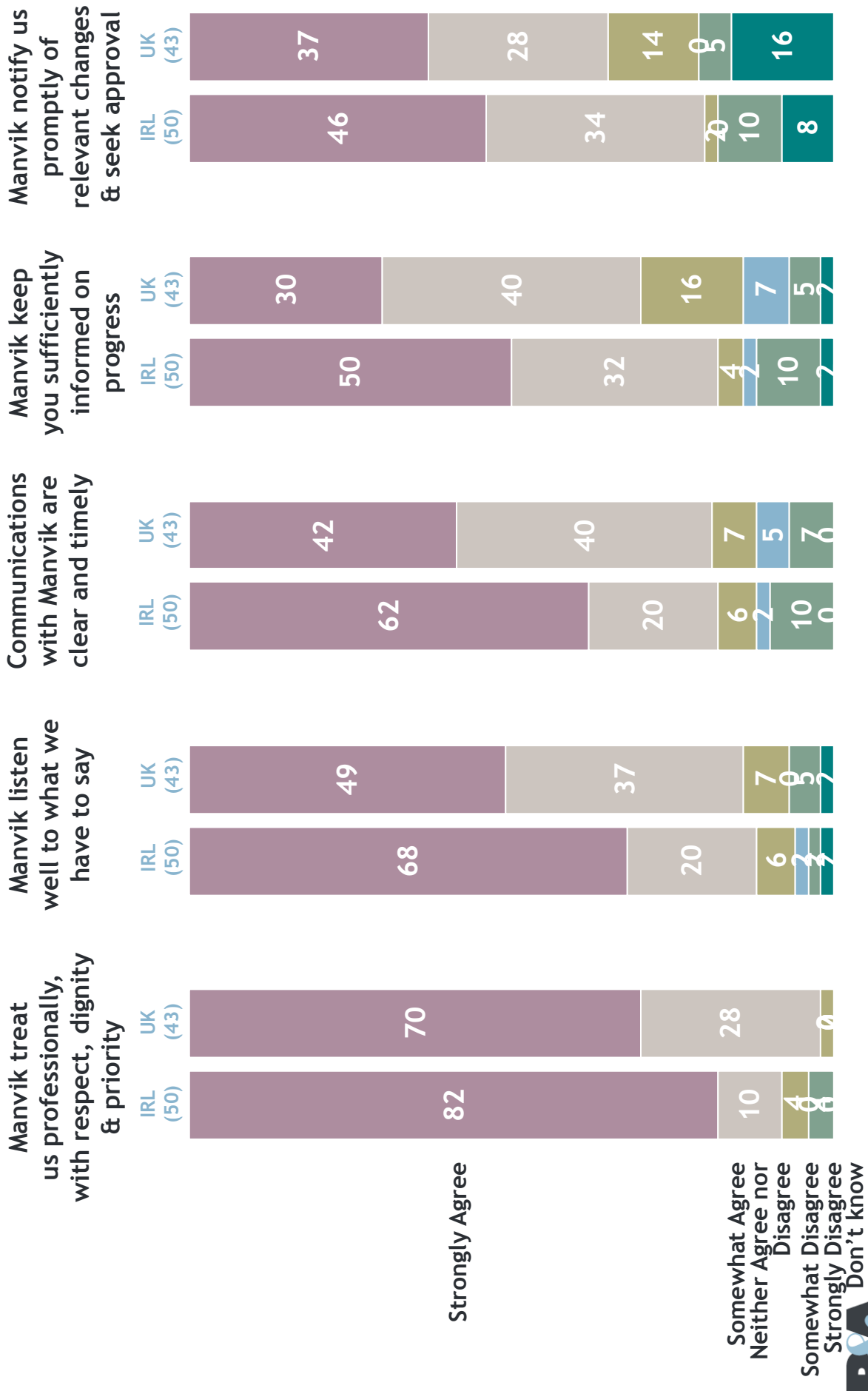


Of these five aspects, which is most important to you?

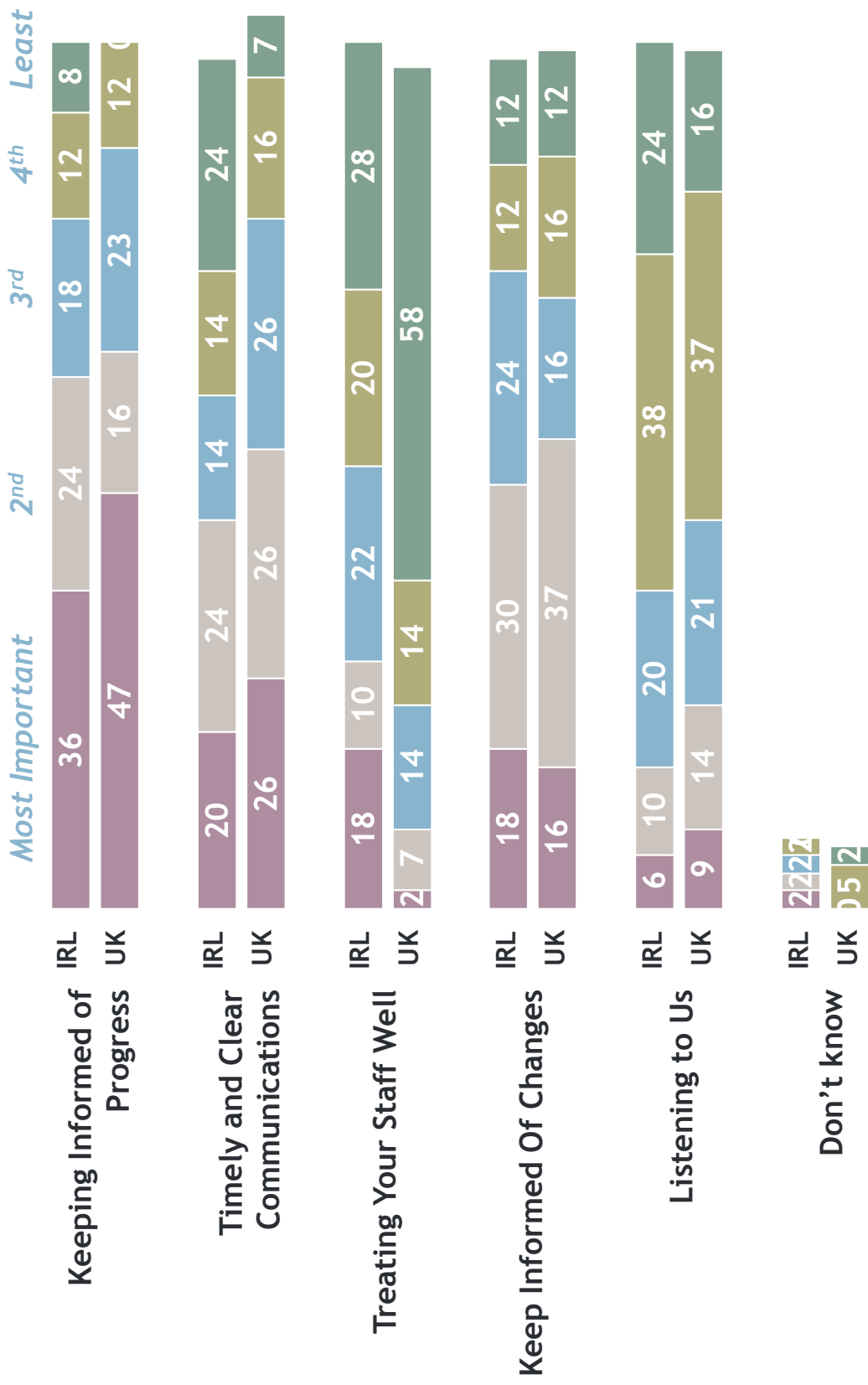


Assessment of Manvik Communications

Base: 103 Respondents:

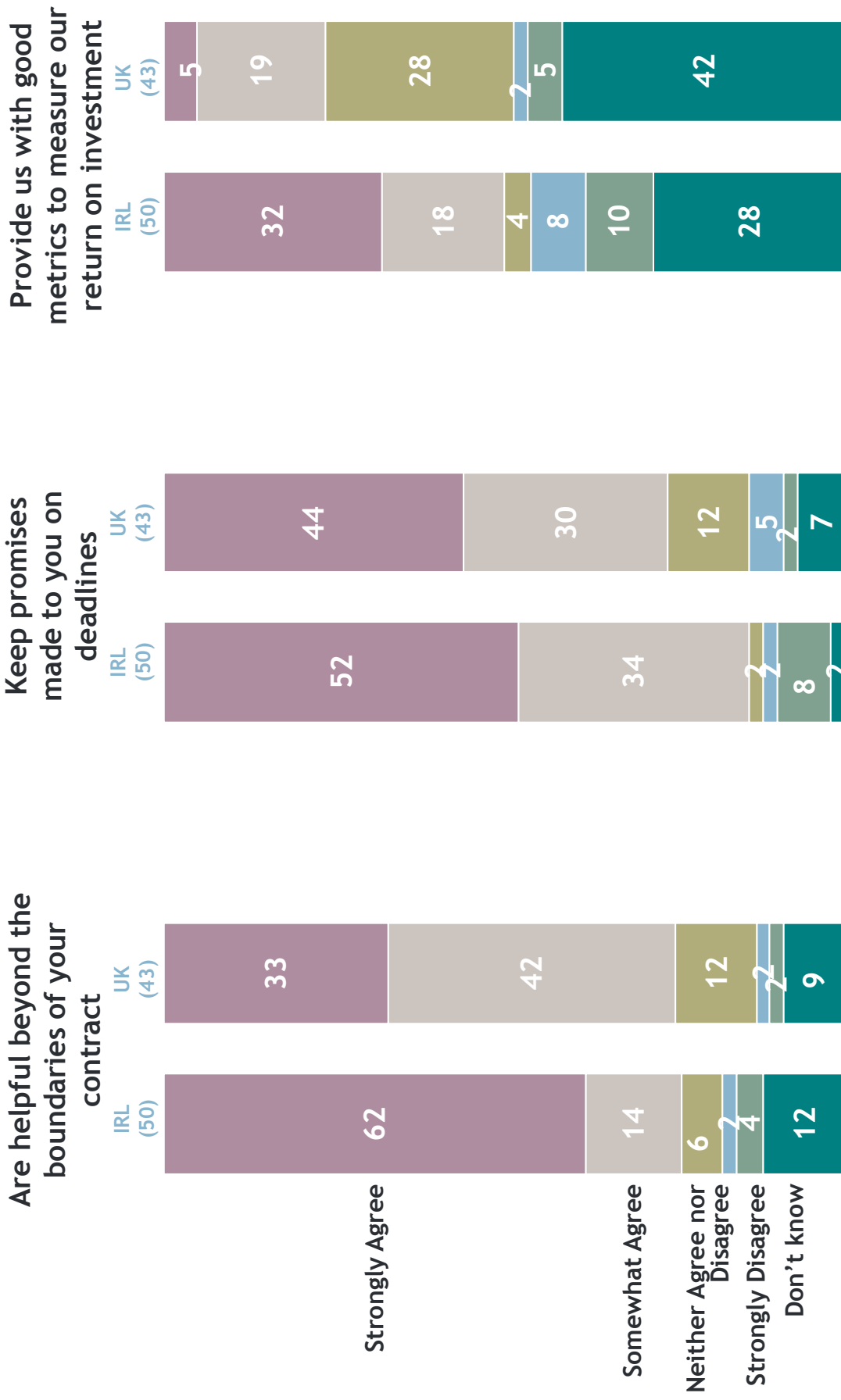


Of these five communications aspects, which is most important to you?

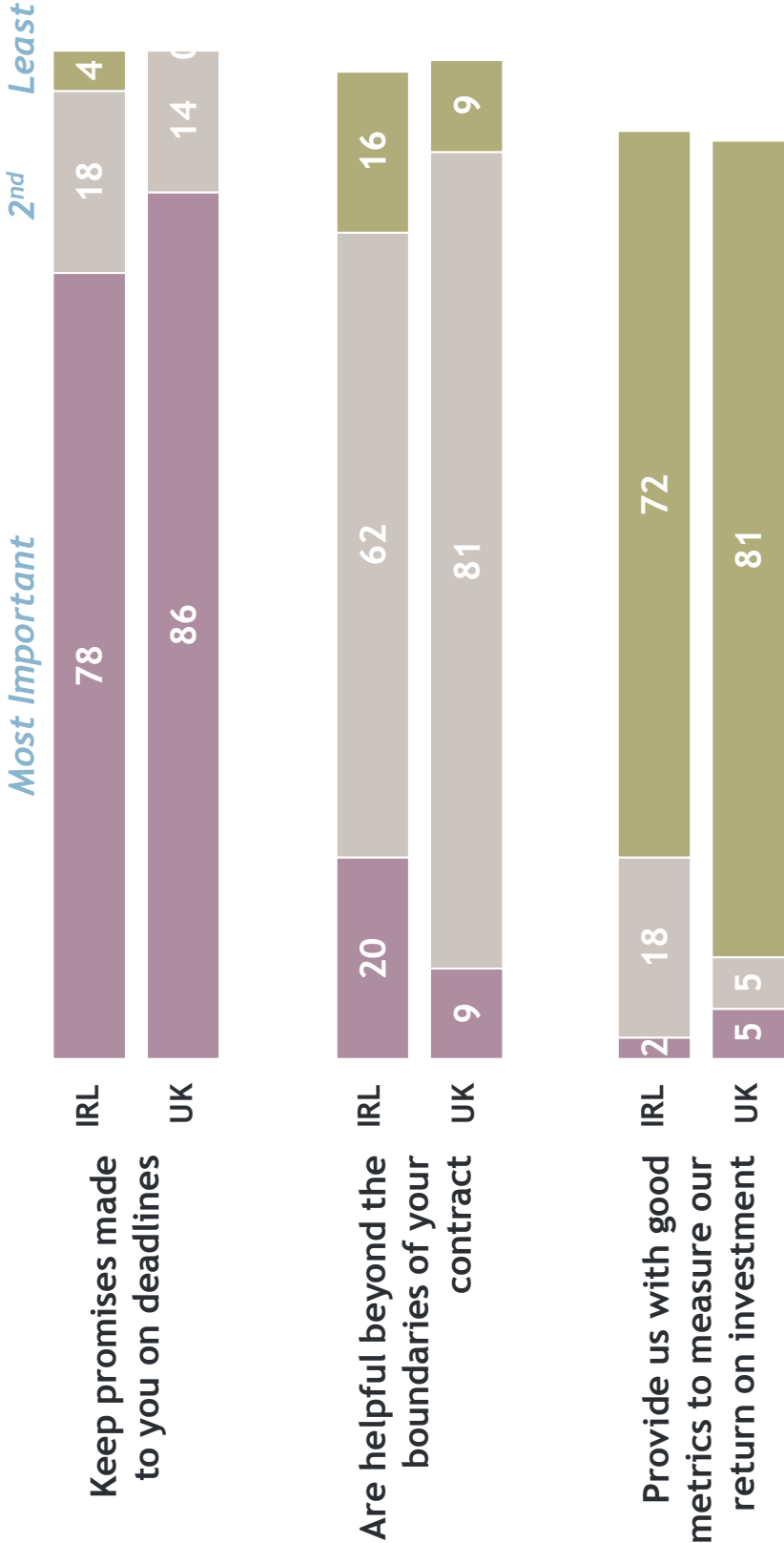


Manvik Performance

Base: 103 Respondents

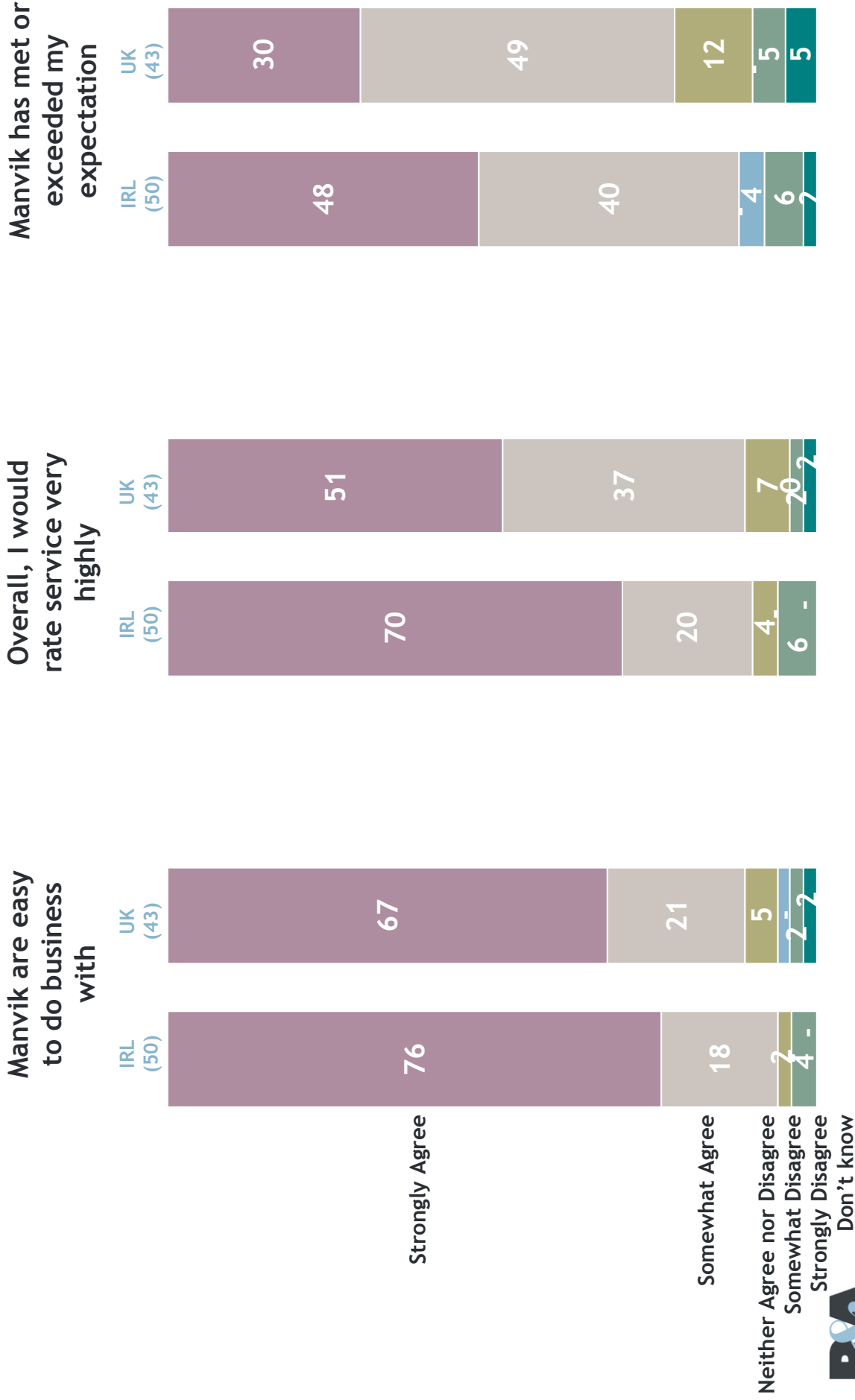


Of these three attributes, which is most important to you?



Overall Assessment Of Manvik

Base: 103 Respondents



Happy To Refer Manvik To A Colleague In A Similar Situation To You?

