

Customer Satisfaction Survey 2014



Customer Service Advisor



Sharing
the
Results!

Last autumn we asked for your thoughts about our service to you. We wanted to find out what we are doing well and areas we can improve on.

We appreciate the feedback you have taken time to provide and the suggestions you have made to improve our products and service.

We have carefully reviewed and prioritised all of this information. We have used this to create an action plan to address areas for improvement. We would now like to share this with you.

Your satisfaction results were:

87.5%

What you said:

“The level of technical support from British Gypsum is very good. I find that both the sales representatives and the Area Managers are very approachable.”

“I would be prepared to say that British Gypsum are my best supplier of 2014.”

“I value the quality of service from British Gypsum when I place a product order. The delivery service is reliable, quick and on time.”

Areas we performed well in:

- Range and availability of products
- Products matching the order
- Accuracy of delivery information



Following your feedback these are the specific actions we have planned to focus on and improve in 2015:



Notification of delivery changes



Experience with your delivery driver



Effective handling of any complaints

Contact details:

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Customer Service Centre

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