



Evaluating customer satisfaction

Customer satisfaction with our products and services is a key success factor for all our divisions and business areas. And so we regularly and systematically ask our customers how we rate.

Aims

Maintain high levels of customer satisfaction with our products, services and technologies.

Measures

Regular customer surveys across all divisions and business areas.

Facts and Figures

In 2008, we asked around 2300 customers in five German sales regions for their opinion. We also implemented the "Global Quality Roadmap" in the Electronics Business Area.

Next steps

Channel customer feedback into improvement measures.

HOME

ABOUT THIS REPORT

FUNDAMENTALS

FIELDS OF ACTION

HSE management

Socially Responsible

Investments

Education, science and research

Community involvement of employees

Healthcare for our employees

Climate protection strategy

Work/life balance

Environmental management

Demographic trends

[Customer satisfaction](#)

Our position

Plant safety

Green innovations

Winning and developing talent

Safe handling of gases

Resource-efficient production

HSE management among contractors

Compliance programme

DIVISIONS

ROADMAP

GRI INDEX

ASSURANCE REPORT