



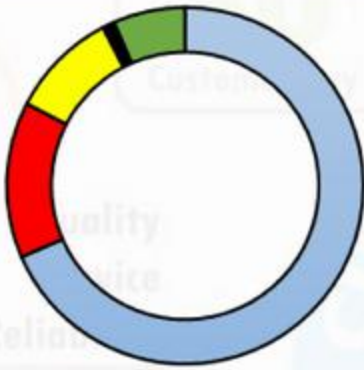
**CHLORAN CHEMICAL PRODUCTION COMPANY**

**Customer satisfaction evaluation report 2022**

**The rate of participation in the survey: 52%**

**Customer satisfaction percentage : 83%**

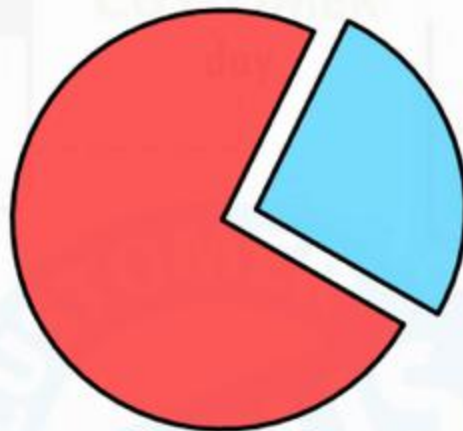




- Trading co:68%
- Metal industry:0%
- Oil and Gas industry:14%
- Detergent industry:10%
- Paper industry:1%
- Other:7%

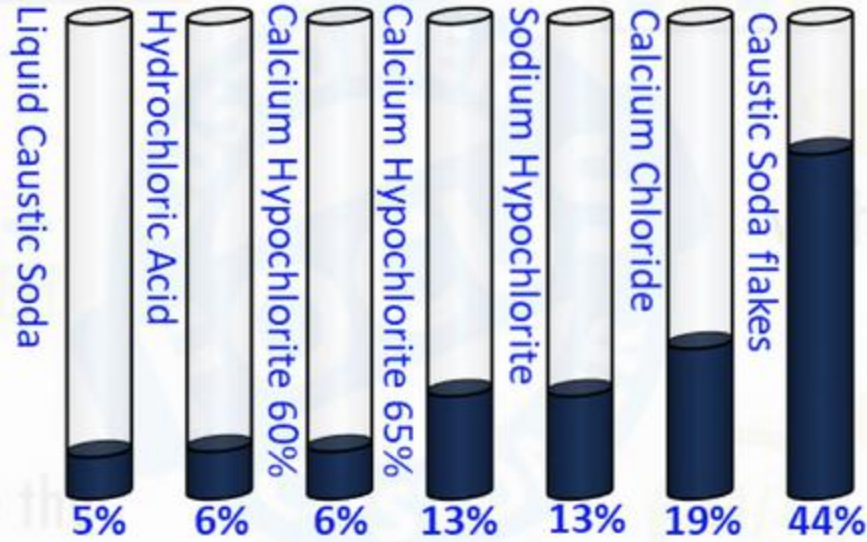


The field of activity of Chloran customers      Duration of cooperation with Chloran company



No:68      Yes:24

Unpleasant experience in cooperation with Chloran company



Chloran contribution in providing each of the products needed by the customer

price :82%

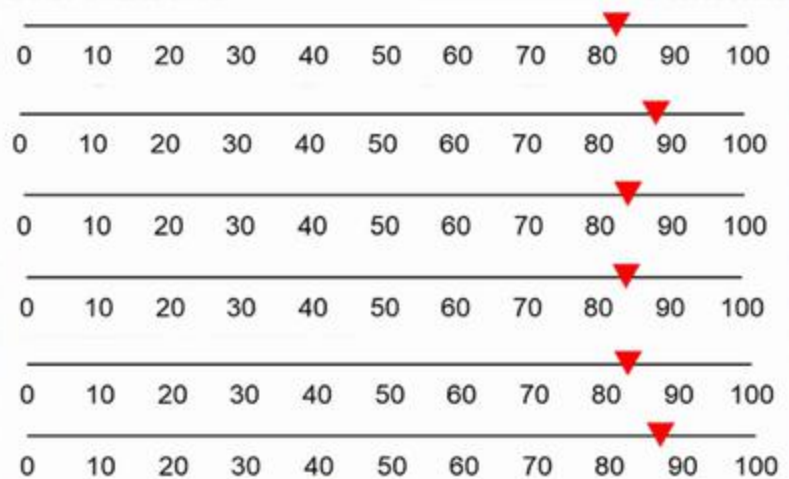
Quality: 88%

On-time Delivery: 84%

Customer Service: 84%

Reputation (Brand): 83%

Packaging: 87%



Business priorities in cooperation with Chloran Chemical Production Company



**Packaging:**



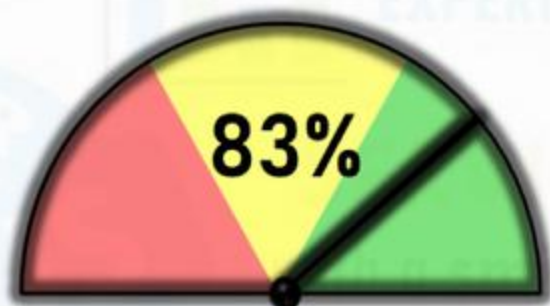
**Product Quality:**



**Customer Service & Relations:**



**Pricing:**



**Delivery & Shipment:**

The level of customer satisfaction (by each area)



The highest score (according to the purchase amount)



The highest score (according to the duration of cooperation)

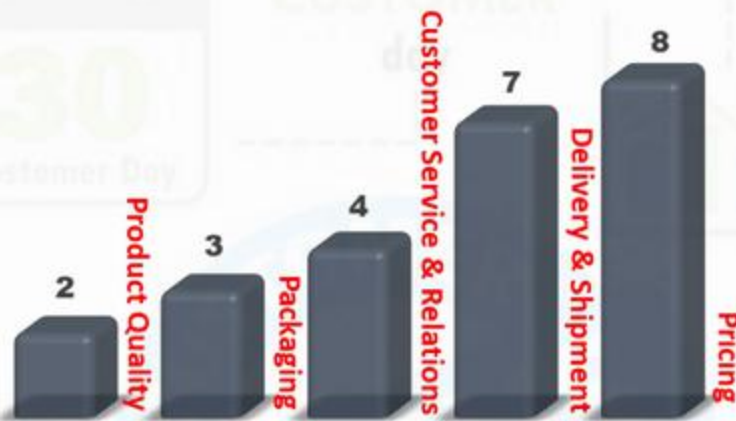


Chart of negative comments in different areas

## Product Quality



- 1- Compared to other suppliers
- 2- In terms of compliance with technical specifications or specific requirements
- 3- In terms of uniformity in different orders

## Packaging



- 1- In terms of quality and variety
- 2- In terms of technical specifications (according to the requirements)

## Pricing



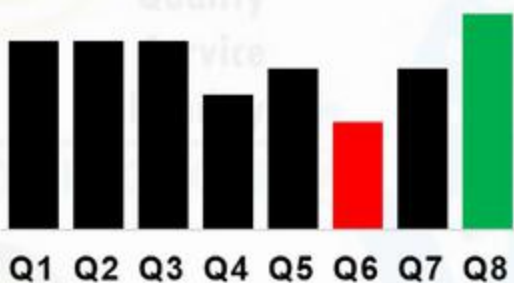
- 1- Compared to the global market and the stock market
- 2- Versus quality
- 3- Due to exchange rate fluctuations
- 4- Compared with other domestic and foreign suppliers
- 5- Satisfaction rate with the delivery price of goods based on incoterms (CIF, DAP, FOB,...)

## Delivery & Shipment



- 1- According to the terms & agreements
- 2- Capability of supplying products (compared to other suppliers with respect to time)
- 3- Conducting safety observation and environmental principles

## Customer Service & Relations



- 1- How staff responds and behaves in handling complaints, suggestions,
- 2- Timely delivery of documents and accuracy of documents (invoice, certificate of origin, etc.)
- 3- Accessibility and communication to the company personnel .
- 4- Quality of consulting and technical services provided.
- 5- Follow-up of customs affairs by company personnel.
- 6- The share of CCPC in your long-term purposes
- 7- Our commitments to sell products
- 8- How satisfied are you with the customer representative (accountability, follow-up and responsibility)

Comparison of questions scores (separately for each area)