

Customer satisfaction evaluation report

2023



CHLORAN CHEMICAL PRODUCTION COMPANY
شرکت تولیدی شیمیایی کلران

Overall satisfaction



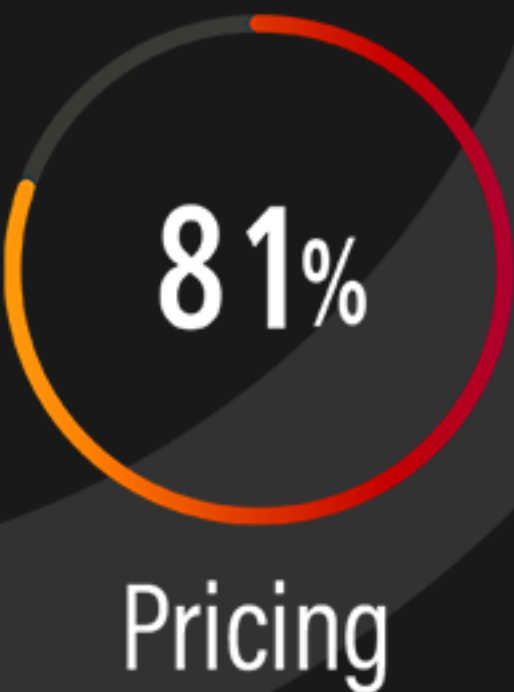
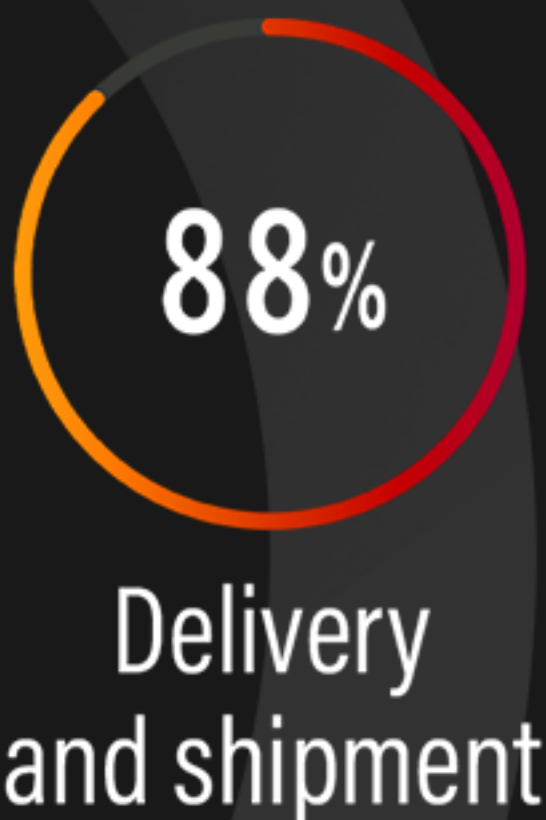
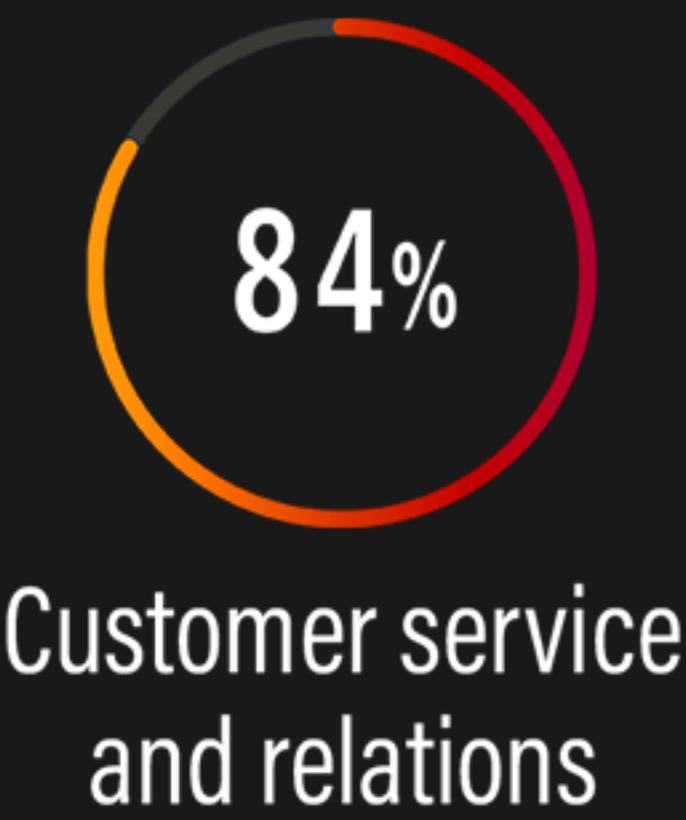
The level of satisfaction with compliance with safety and environmental principles by CCPC



Unpleasant experience in cooperation with Chloran company



The level of customer satisfaction (by each area)



Comparison of questions scores (separately for each area)

Product quality

- Compared to other suppliers %90
- In terms of compliance with technical specifications or specific requirements %92
- In terms of uniformity in different orders %91

Packaging

- In terms of quality and variety %90
- In terms of technical specifications (according to the requirements %91

Pricing

- Compared to the global market and the stock market %79
- Compared to quality %87
- Due to exchange rate fluctuations %79
- Compared with other domestic and foreign suppliers %80
- Satisfaction rate with the delivery price of goods based on incoterms (CIF, DAP, FOB,...) %81

Delivery and shipment

- According to the terms & agreements %89
- Capability of supplying products (compared to other suppliers with respect to time) %85
- Conducting safety observation and environmental principles %90

Customer service and relations

- How staff responds and behaves in handling complaints, suggestions, and requests %91
- Timely delivery of documents and accuracy of documents (invoice, certificate of origin, etc.) %92
- Accessibility and communication to the company personnel %90
- Quality of consulting and technical services provided %90
- Follow-up of customs affairs by company personnel %85
- The share of CCPC in your long-term purposes %67
- Our commitments to sell products %66
- The level of satisfaction with the customer representative (responsibility, follow-up and responsibility) %91