

Foreign Customers satisfaction evaluation report

2024

Comparing the results of 2023 with 2024

2023

2024

%85

%82

Satisfaction percentage

Overall satisfaction with CCPC brand

%88

The level of customer satisfaction (by each area)

%84

Customer service and relations

%82

Delivery and shipment

%87

Packaging

%72

Pricing

%86

Product quality

Comparison of questions scores (separately for each area)

Product quality

- Compared to other suppliers %86
- In terms of compliance with technical specifications or specific requirements %88
- In terms of uniformity in different orders %85

Packaging

- In terms of quality and variety %88
- In terms of technical specifications (according to the requirements %87

Pricing

- Compared to the global market and the stock market %72
- Cost Versus quality %78
- Due to exchange rate fluctuations %71
- Compared with other domestic and foreign suppliers %73
- Satisfaction rate with the delivery price of goods based on incoterms (CIF, DAP, FOB,...) %64

Delivery and shipment

- According to the terms & agreements %81
- Capability of supplying products (compared to other suppliers with respect to time) %81
- Conducting safety observation and environmental principles %84

Customer service and relations

- How staff responds and behaves in handling complaints, suggestions, and requests %83
- Timely delivery of documents and accuracy of documents (invoice, certificate of origin, etc.) %87
- Accessibility and communication to the company personnel %87
- Quality of consulting and technical services provided %84
- Follow-up of customs affairs by company personnel %87
- Our commitments to sell products %86
- How satisfied are you with the customer representative (accountability, follow-up and responsibility) %84