

Note 3: Customer service

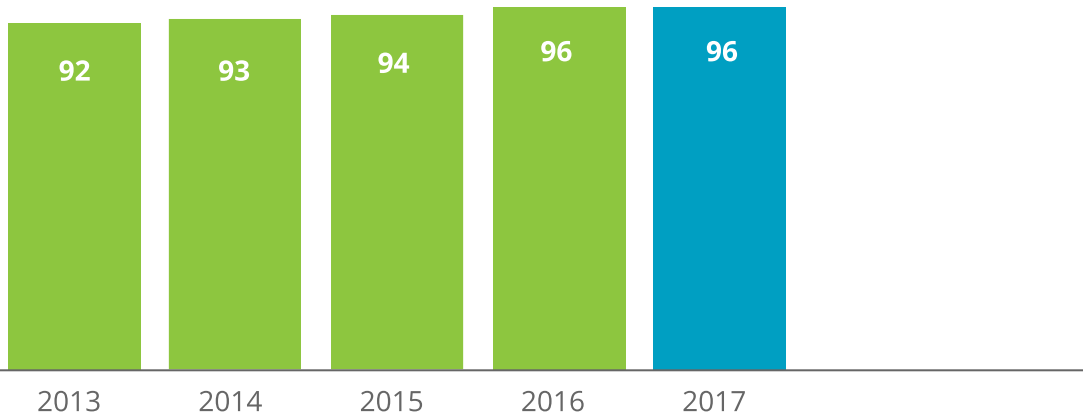
- 1
- 2
- 3
- 4

Delivery

We monitor our service reliability in terms of timely delivery to the customer's premises, aiming to be consistently higher than 95%. In 2017, service performance was 96%.

Delivery Efficiency Index

in %



Responsiveness

We use cookies on this site to enhance your user experience. By clicking any link on this page you are giving your consent for us to set cookies. In Decorative Paints, we launched a new cloud-based solution which is integrated with our customer relationship management (CRM) system, increasing response speed and quality.

Agreed

Business change is driven by a deeper understanding of customer needs obtained through market research, customer discussions, focus groups and targeted surveys. Results are integrated into the CRM system.

We use cookies on this site to enhance your user experience. By clicking any link on this page you are giving your consent for us to set [cookies](#).

Agreed