



CUSTOMERS SURVEY 2007

December 2007



ENQUIRY PLANNING

- Survey questionnaire sent in July 2007.
- Answers enclosure in August.
- Data extraction in September.
- Analysis and synthesis in October / November.
- Report publication in November.

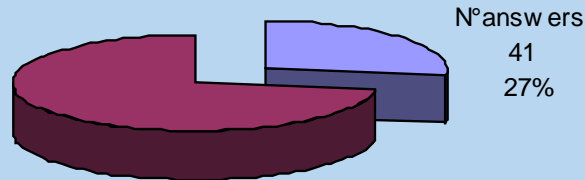
«Enquiry and analysis over six months»

CUSTOMERS FEEDBACK

ANSWER RATE

N°contacts
w without
answer
111
73%

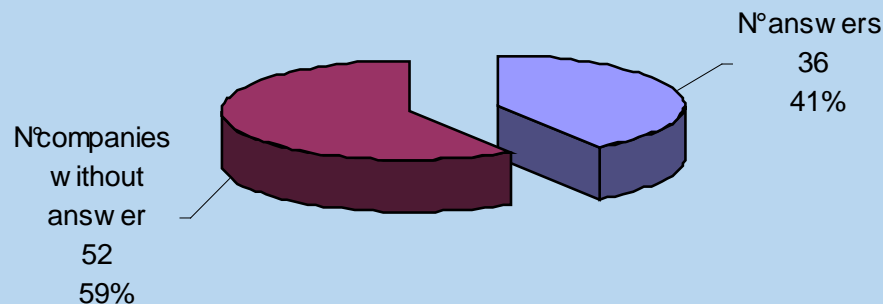
Answers by contact



• 152 contacted people from 88 different companies.

• A very good answer rate (41% of the companies) for this kind of enquiry at the industrial market.

Answers by company



« 41 % answer rate : a proven authenticity of the gathered information »

December 2007

SCT 'S IMAGE

OVERALL RATING

Overall SCT rating...	What do you think about our current service and performance ?	Our efforts to fit your requirements ?
Excellent	5%	22%
Good	93%	71%
Fairly good	2%	7%
Poor	0%	0%
No comments	0%	0%

- 98 % of the customers think that our global performance is good.
- 93 % of the customers are satisfied with our efforts to fit their requirements.

«A right overall score for SCT »

SALES DEPARTMENT

EVALUATION 1/2

SERVICE COMMERCIAL				
Regarding our Sales Department, how would you rate...	The contact with the commercial team?	Their availability?	The technical level and professionalism of the Sales Department?	The visits periodicity?
Excellent	29%	20%	34%	3%
Good	71%	76%	63%	79%
Total of good	100%	95%	98%	82%
Fairly good	0%	5%	2%	15%
Poor	0%	0%	0%	3%

« Good score for the Sales Department »

SALES DEPARTMENT

EVALUATION 2/2

SERVICE COMMERCIAL

Regarding our Sales Department, how would you rate...	The taking into account of your requests?	The quotation lead-time?	The clarity of hte quotations?	Our communication supports (brochure, web site, displays...)	Our attendance at events?
Excellent	28%	20%	15%	8%	0%
Good	68%	63%	83%	81%	89%
Total of good	96%	83%	98%	89%	89%
Fairly good	5%	17%	3%	12%	11%
Poor	0%	0%	0%	0%	0%

« Good score for the Sales Department »

SALES DEPARTMENT

CUSTOMERS OBJECTIVES

Objective for the quotation lead-time...	% of customers answers
Less than 1 week	71%
Between 1 and 2 weeks	22%
Between 2 and 3 weeks	2%
Between 3 and 4 weeks	2%
More than 1 month	2%

- 93% of the customers ask for a quotation answer within 2 weeks .
- The current SCT objective to answer under 8 days meets our customers expectations.

« Quotation answer under 1 week »

SALES ADMINISTRATION DEPARTMENT

EVALUATION

SALES ADMINISTRATION DEPARTMENT		
Relating to the volume production, how would you rate...	The contact with the sales administration department?	The order acknowledgement lead-time?
Excellent	29%	5%
Good	57%	90%
Total of satisfied	86%	95%
Fairly good	14%	5%
Poor	0%	0%

«Good score for the Sales Administration Department»

ENGINEERING DEPARTMENT

EVALUATION

ENGINEERING DEPARTMENT		
Regarding the projet development, how would you rate...	The contact with the Engineering Department?	The technical assistance and expertise?
Excellent	28%	36%
Good	64%	60%
Total of satisfied	92%	96%
Fairly good	8%	4%
Poor	0%	0%

« Good score for the contact, assistance and technical expertise »

PROTOTYPE DEPARTMENT

EVALUATION

PROTOTYPE DEPARTMENT			
Regarding the project development, how would you rate...	The quotation lead-time for your prototype pieces?	The manufacturing time for prototype pieces?	The prototypes price level?
Excellent	8%	0%	0%
Good	76%	63%	50%
Total of satisfied	84%	63%	50%
Fairly good	16%	33%	41%
Poor	0%	4%	9%

- 84 % of the customers are satisfied with our quotation lead-time for prototypes.
- 63 % of the customers are satisfied with our prototypes manufacturing time.
- 50 % of the customers are satisfied with our prototypes price level.

« A responsiveness to be improved »

PROTOTYPES DEPARTMENT

CUSTOMERS OBJECTIVES

Objective...	What is your required quotation lead-time for prototypes?	What is your manufacturing time objective for prototypes?
Less than 1 week	69%	8%
Between 1 and 2 weeks	23%	8%
Between 2 and 4 weeks	8%	58%
Between 4 and 8 weeks	0%	21%
More than 8 weeks	0%	5%

- 92 % of the customers want to have the prototypes quotation under 2 weeks. The current SCT objective to answer under 8 days meets the customers expectations.
- 74% of the customers have a prototype manufacturing time objective under 4 weeks. The current SCT objective under 8 weeks should be improved.

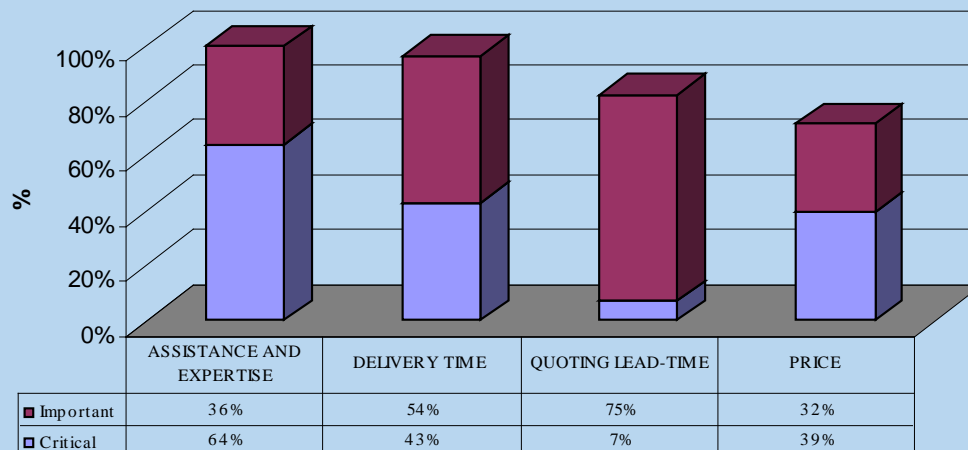
« The “2 x 8” : a “must” for our customers »

PROTOTYPES DEPARTMENT

CRITERIA OF CHOICE OF A PARTNER (DEVELOPMENT)

Please rank the following criteria in order of importance....	ASSISTANCE AND EXPERTISE	DELIVERY TIME	QUOTATION LEAD-TIME	PRICE
Critical	64%	43%	7%	39%
Important	36%	54%	75%	32%
Fairly important	0%	4%	14%	29%
Not important	0%	0%	4%	0%

Criteria ranking



- Assistance and expertise
- Delivery time
- Quotation lead-time
- Price

« Two priorities: assistance and responsiveness »

INDUSTRIAL PERFORMANCE

EVALUATION (1/2)

VOLUME PRODUCTION		
Relating to the volume production, how would you rate...	The quoted delivery time for your orders?	The respect of delivery time confirmed by order acknowledgements?
Excellent	0%	10%
Good	60%	62%
Total of satisfied	60%	72%
Fairly good	40%	24%
Poor	0%	5%

- 60% of the customers are satisfied with SCT's quoted delivery time for orders.
- 72% of the customers are satisfied regarding the respect of the announced delivery times.

« **SCT's delivery times to be improved** »

INDUSTRIAL PERFORMANCE

EVALUATION (2/2)

VOLUME PRODUCTION			
Relating to the volume production, how would you rate...	Our responsiveness in case of emergency?	The preventive information in case of delayed delivery?	Our price level?
Excellent	15%	10%	0%
Good	70%	60%	25%
Total of satisfied	85%	70%	25%
Fairly good	15%	25%	60%
Poor	0%	5%	15%

- A responsiveness well appreciated.
- 70% of the customers are satisfied with the preventive information in case of delayed delivery.
- 25% of the customers are satisfied with our price level.

« **A competitiveness and delay anticipation to be adapted to the customer expectations** »

CUSTOMERS OBJECTIVES

What is your objective for...	The order acknowledgement lead-time?	The quoted delivery time for your orders?
Less than 1 week	76%	19%
Between 1 and 2 weeks	19%	11%
Between 2 and 4 weeks	5%	44%
Between 4 and 8 weeks	0%	22%
More than 8 weeks	0%	3%

- 76% of the customers have an objective for the order acknowledgement lead-time under 1 week. The present SCT objective under 3 days meets the customer's expectations.
- 74 % of the customers have a delivery time for the orders under 4 weeks. The current SCT objective under 6 weeks must be improved.

« SCT's delivery times must be improved »

QUALITY DEPARTMENT

EVALUATION 1/2

QUALITY DEPARTMENT			
Regarding the Quality Department, how would you rate...	The contact with the Quality Department?	Our parts Quality level?	The provided documentation?
Excellent	20%	19%	15%
Good	75%	73%	73%
Total of satisfied	95%	92%	88%
Fairly good	5%	8%	12%
Poor	0%	0%	0%

- A satisfactory level of the contact with the Quality Department.

« A good score for SCT's Quality »

QUALITY SERVICE

EVALUATION 2/2

QUALITY SERVICE			
Regarding the Quality Department, how would your rate...	Our responsiveness in case of non conformity?	Our quality corrective actions?	Our Quality trend?
Excellent	9%	5%	5%
Good	74%	70%	85%
Total of satisfied	83%	75%	90%
Fairly good	17%	25%	10%
Poor	0%	0%	0%

- A responsiveness in case of Non Conformity well appreciated.
- Less satisfaction for the quality corrective actions.

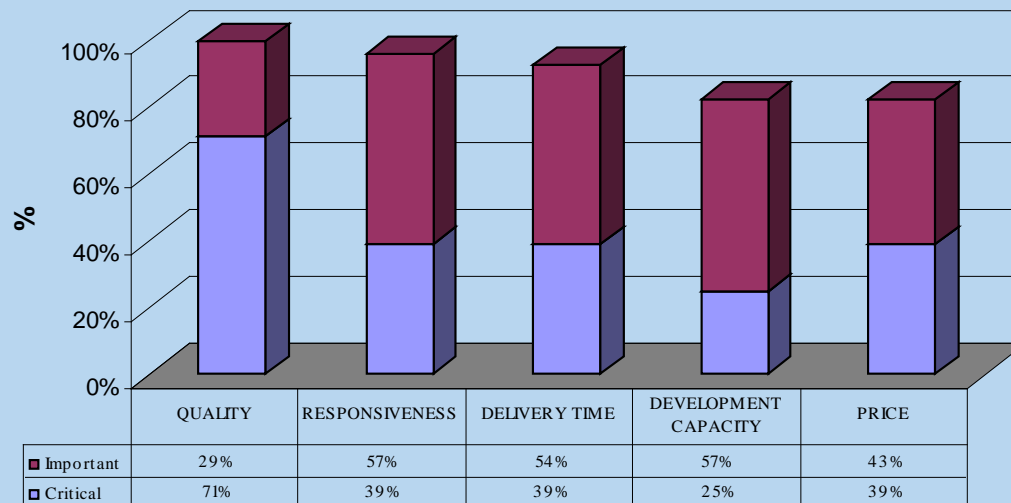
« A performance of the quality corrective actions to be improved »

CUSTOMERS EXPECTATIONS

CRITERIA FOR THE CHOICE OF A PARTNER

Please rank the following criteria in order of importance...	QUALITY	RESPONSIVENESS	DELIVERY TIME	DEVELOPMENT CAPACITY	PRICE
Critical	71%	39%	39%	25%	39%
Very important	29%	57%	54%	57%	43%
Fairly important	0%	4%	7%	18%	18%
Not important	0%	0%	0%	0%	0%

Criteria ranking



- Quality
- Responsiveness
- Delivery time
- Development capacity
- Price

« **First of all: Quality and Service** »



CONCLUSION

CUSTOMERS EXPECTATIONS

- **Lead-times:** SCT's standards improvement
- **Development:** Assistance and Responsiveness
- **Volume production:** Service and Quality

«SCT takes into account your remarks and will keep you informed about the Action Plan for 2008»