



Customer Satisfaction Survey

2024





Customer Satisfaction Survey Score 2024

Average Customer Satisfaction

2024 - 8,3

2023 - 8,5

2022 - 8,1

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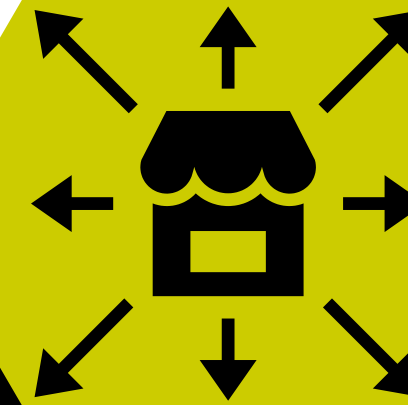
8.3

Response Overview 2024



Airports

27 Responses



Distributors

20 Responses



Net Promoter Score

How likely are you to recommend TKH Airport Solutions to others?



Promoters: Customers who rate 9 or 10 are promoters (they actively recommend you)

Passives: Customers who rate 7 or 8 are passives (they recommend you passively)

Detractors: Customers who rate 0 to 6 are detractors (they hardly recommend you)

$$\% \text{ Promoters} - \% \text{ Detractors} = 27$$



Loyalty

I remain a customer of TKH Airport Solutions in the next 12 months



I expect to do more business with TKH Airport Solutions in the next 12 months



— Yes — Neutral — No



Image of TKH Airport Solutions

TKH Airport Solutions Stands for quality

90%

3%

8%

TKH Airport Solutions Conducts its business with honesty and integrity

90%

3%

8%

TKH Airport Solutions has an open and transparent culture

77%

15%

8%

TKH Airport Solutions is a responsible and reliable partner

82%

8%

10%

TKH Airport Solutions contributes towards a sustainable society

66%

34%

— Agree — Neutral — Disagree

Satisfaction based on departments



Project manager



Products



Sales / Account Manager



Logistics / Delivery



Service Team



Value for money



Complaint handling



Negative Feedback



"Shorter delivery time"

"High delivery price"

"Repeated issues reported several times but not responded properly or ignored, despite our precise feedback and transparency."

Positive Feedback

"Good technology, competent, personable and responsive team of people to work with."

"Quality and fast availability of the products"

"Good quality and support"

"Knowledge and professionalism. Innovative Skills"

"Well known in the market, Product Quality, Knowledge and professionalism"

"Attentional to detail and reaction to any design changes"



Thank You

TKH Airport Solutions improves every year.
Thanks to everyone working on achieving our goals.

