



an Air Liquide company



# BEST IN CLASS

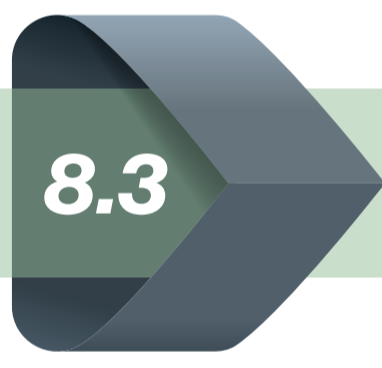
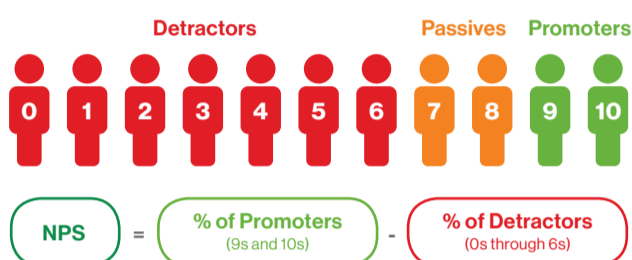
Customer Satisfaction

## 500 customers can't be wrong!



### \*What is NPS?

The Net Promoter Score (NPS) is a golden metric for customer satisfaction. It measures how likely your customers are to recommend a company to a friend or a colleague. It is the percentage of promoters (9 to 10) minus the percentage of detractors (0 to 6). NPS over 30 means great customer satisfaction.



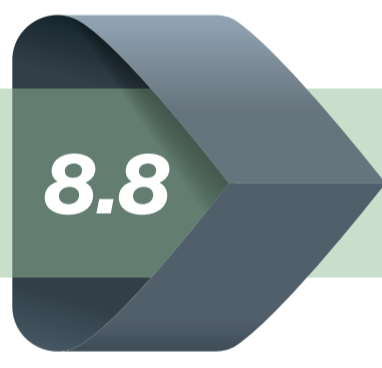
### Definition of Needs

- Easiness to reach
- Listen & understand needs
- Cost effective solutions



### Day to Day Supply

- Ordering process
- Delivery of cylinders
- Provide documentation
- Invoices & invoicing
- Quality of solutions



### Safety & Environment

- Safety procedures
- Safety advice
- Environmental objectives



**Your brand is what your customers say about it**



**“Excellent service and very approachable staff”**



**“Extremely good customer service and very good price”**



**“Energas are a quick and reliable service”**



an Air Liquide company

Call us: **01482 329333**  
 Email us: **info@energass.co.uk**  
 Visit our website: **www.energass.co.uk**

Energass provides Industrial Cylinder Gases and Equipment Solutions, through a comprehensive network of Regional Service & Supply Centres, located in close proximity to our customers in the UK.