

2022 Customer Satisfaction Survey Results

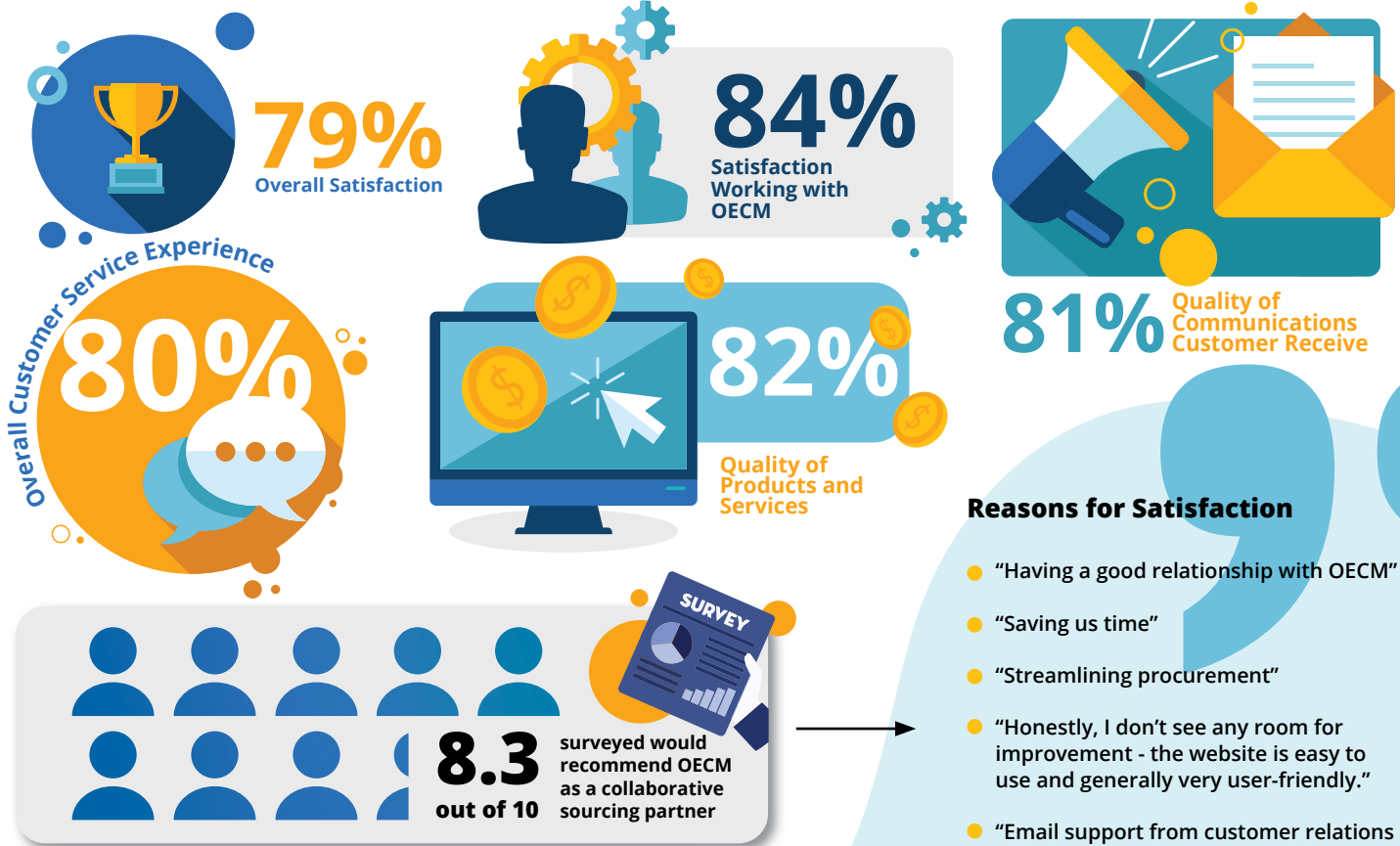
Customer feedback plays a crucial role in gaining valuable insights into our customers' experience with OECM and our product and service offerings. In 2022, we conducted a survey through Nanos Research to gauge overall customer satisfaction and identify key factors that drive satisfaction and customer loyalty. **We're proud to share these outstanding results!**

Net Promoter Score



Net Promoter Score (NPS) is a gold standard of customer experience metric measured with a single-question survey asking respondents to rate the likelihood that they would recommend a company, product, or service to a friend or colleague.

Customer Satisfaction Measures



Reasons for Satisfaction

- "Having a good relationship with OECM"
- "Saving us time"
- "Streamlining procurement"
- "Honestly, I don't see any room for improvement - the website is easy to use and generally very user-friendly."
- "Email support from customer relations is second to none!"

We're always seeking customer feedback.