

pasquill

roofspace

scotframe

OFF-SITE SOLUTIONS CUSTOMER SATISFACTION SURVEY 2024 RESULTS



**SITE
STAFF**



**OFFICE
STAFF**

Customer types included



**CASH
SALES**



**HOUSE
BUILDERS**



CONTRACTORS



MERCHANTS

CUSTOMER SATISFACTION INDEX

Overall CSI for Saint-Gobain OSS is **90%**



PASQUILL
90%



Pasquill always deliver on time and the lead times are actually quicker than most manufacturers out there.



ROOFSPACE
89%



I would recommend Roofspace as they are professional. They have good product design and good quality installation.



SCOTFRAME
92%



Scotframe are always contactable and they will reply to my requests for information. Their staff are very helpful and they will deliver on time.

NET PROMOTER SCORE

Overall NPS for Saint-Gobain OSS is **76.4**

EXTREMELY UNLIKELY
TO RECOMMEND

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4.3%

15.0%

80.7%

1-6 DETRACTORS 7-8 PASSIVES 9-10 PROMOTERS

Net Promoter Score = % Promoters minus % Detractors

OVERALL SATISFACTION

quality of information
general communication
quality of products
delivery flexibility price **no problems**
general customer service
helpful/knowledgeable staff
relationship site visits **on time/in full deliveries** tidiness on site speed of installation
responsiveness speed of quotes
design process ease of dealing with them
product availability/lead times organized

SAINT-GOBAIN

TOP SCORES - WHAT WE DID WELL AT:

CUSTOMERS TOLD US THAT WE NEED TO DO MORE IN THE FOLLOWING AREAS:

Experience with your Main Contact

9.4



You said your experience with your main contact was really important to you, so we are delighted with the high satisfaction score of 9.4 in this area.

Speed of quote return

8.5



We are looking at ways to improve the responsiveness and speed with which quotes are provided.

Meeting your health and safety needs

9.3



This area is considered a 'given' by many customers. Health & Safety always has been, and always will be, the priority for our business, so it is great to see this score so highly.

Lead times for delivery

8.7



We are continually looking into ways to improve our delivery lead times to continue to help you order what you need, when you need it.

Product range

9.3



Offering the right choice of products to our customers is something we are committed to doing better than anyone else in the market.

Effective handling of complaints

8.6



We are looking at ways we can always provide a timely and fair resolution for our customers.