



THINK PARTS THINK TORNOS



TORNOS AT YOUR SERVICE

Satisfaction survey 2011.

A FIRST CLASS AFTER-SALES SERVICE, FOR THE MOST DEMANDING CUSTOMERS IN THE WORLD

Almost 150 companies across 4 continents took part and returned the questionnaire - a real success story. Therefore we would like to thank all those who took the time to participate in the survey. We believe this success is due to the interest you have shown in our company and products.

The survey covered the same subjects and issues as those already surveyed in 2006 (after-sales operations, spare parts, documentation and technical training). New subjects were also covered, including pre-sales support, the capacity for innovation and the quality of our products. Like the survey of 5 years ago, each question included two criteria: the level of importance and the level of satisfaction.



Increased requirements

For the questions we had already asked, we noted that the our customers' requirements were gradually increasing. At the same time, their level of satisfaction had generally risen.

As an example, let's look at the delivery time for our spare parts. The increased level of importance our customers have assigned to this factor reflects the pressure their customers are placing on them. This criterion received the lowest satisfaction rating in the 2006 survey,

and we have done a lot of work on it since then. The result is that the average delivery time has been significantly reduced, while our customers' satisfaction level has increased.

In addition to this result, our continued improvement efforts have also been rewarded, with the majority of our customers now stating that our delivery times are better than those of our competitors. This serves as a reminder that, as in the past, we still need to remain creative in order to provide our customers with innovative solutions.

Encouraging results

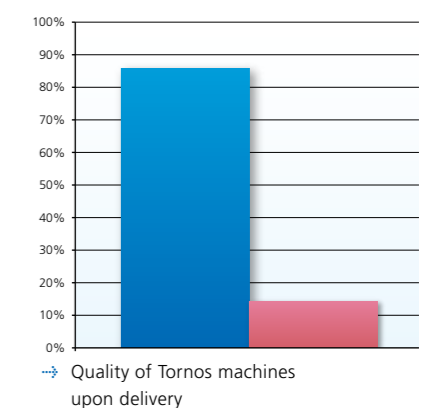
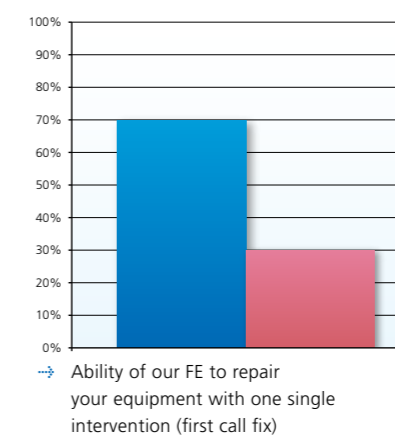
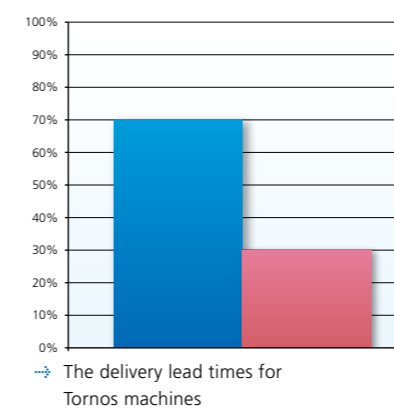
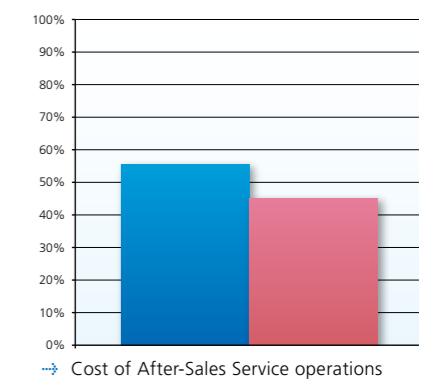
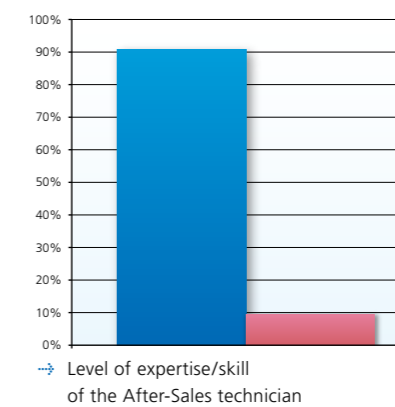
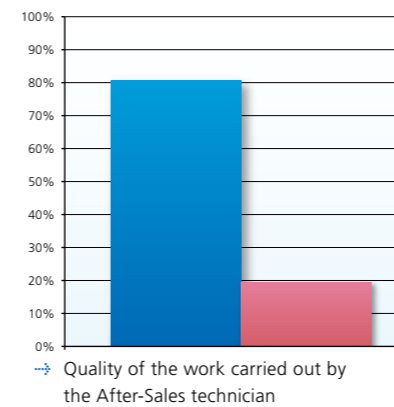
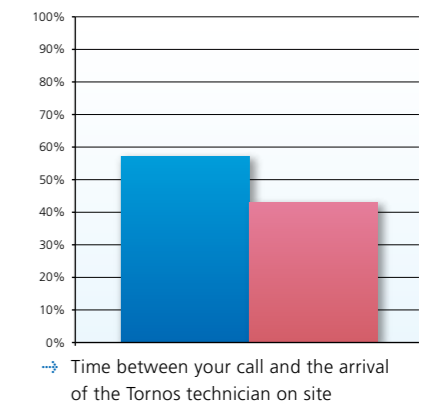
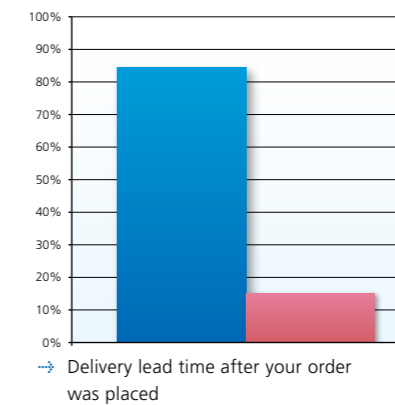
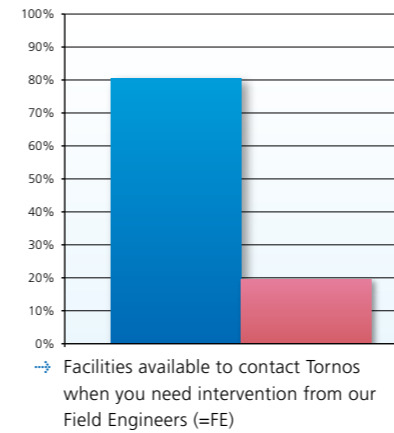
In general terms, we can proudly reveal that of the 33 points covered in our survey, our customers consider us on average to be better than our competitors in 31. This recognition will certainly help motivate us in our future operations.

A final point to highlight relates to satisfaction levels. This does not vary significantly in terms of the subjects covered in the survey, receiving a score of 4 on a scale from 1 to 5. It is highly encouraging to be perceived in positive terms in all the areas covered in the survey. However, we must keep in mind that our customers are keen for us to continue our improvement efforts with the aim of achieving excellence.

A base from which to constantly serve you better

In summary, as we have done in the past, we will analyse in greater detail the various data gathered from the questionnaire and take corrective measures in order to increase your satisfaction with our service. This is natural for a company like ours that is resolutely customer-focused.

MAIN RESULTS AT A GLANCE



■ Tornos' best performance ■ Competitors' best performance

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