



IRELAND

# Customer Satisfaction Survey

2017



Your feedback is important and **shapes the services and value we deliver to meet our customers' needs**

Ireland

Thank you for taking part in our customer satisfaction survey 2017. Your feedback is important as it provides valuable insights into where you feel we are doing well or not so well.

Without your thoughts and opinions we would not be able to further enhance our service to you and address any issues you have highlighted.

17 customers participated in telephone and face-to-face interviews throughout October and November. Respondents were asked to score our performance on a wide range of attributes and, for the first time, also rate their importance to help prioritise our planning.

**17 customers** were sampled in this survey

We welcome your feedback at any time.

You can get in touch in via:

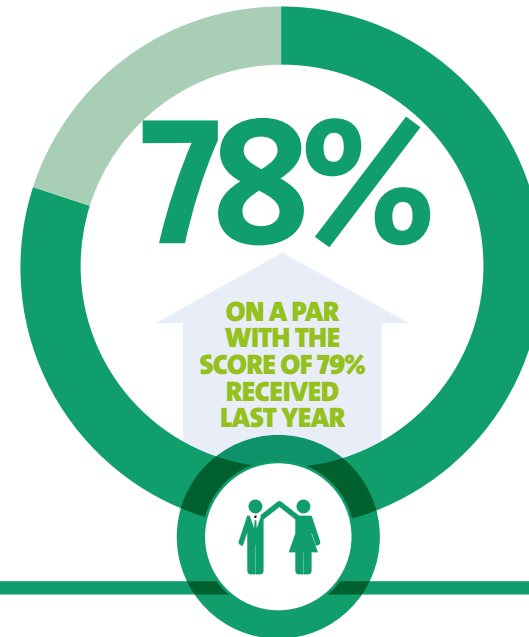
 [www.veolia.ie](http://www.veolia.ie)



## YOUR FEEDBACK IN NUMBERS

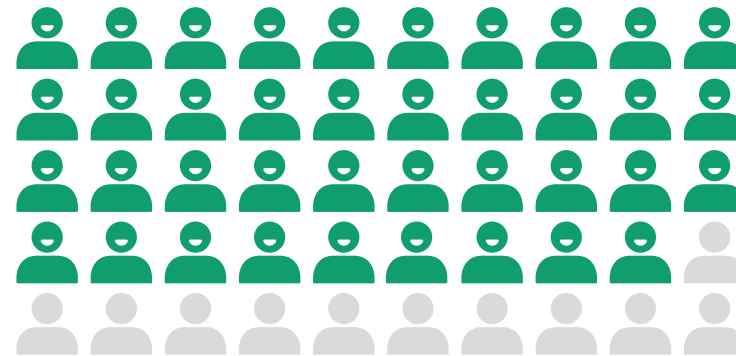
We listen to your needs and pride ourselves on our **safe, reliable and helpful service**

Overall Customer Satisfaction



### Overall customer satisfaction 78%

By scoring our performance against a range of factors and indicating their importance to you, we have been able to benchmark our performance year-on-year in the areas that are priorities for you, and where we most need to develop.

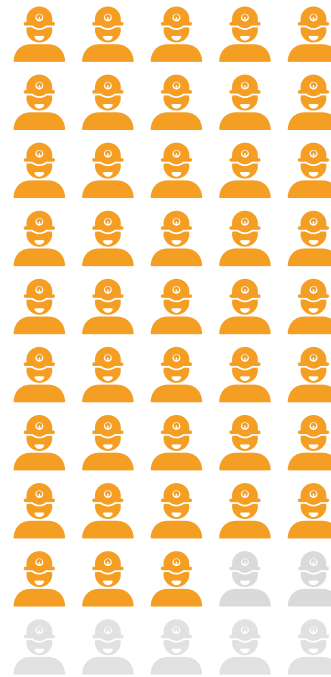


## CUSTOMER EXPERIENCE

Your feedback helps us **enhance your customer experience**

Here we've highlighted our performance in the areas that you told us were important to you, and where we most need to develop.

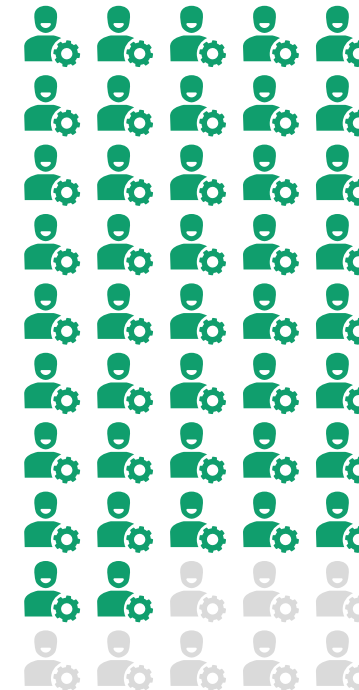
Safety and environmental performance



86%

Keeping our staff, your staff and the general public safe while ensuring the highest levels of environmental compliance is our highest priority and we will continually look to enhance our performance in this area. We are delighted to see our performance in this area **improve from 82% to 86% over the past year** as this reflects our increase in face-to-face visits, managers' monthly checks, near-miss reporting and worksafe training. We're **committed to improving our proactive safety culture further**, to make sure everyone goes home safe and to drive this score even higher.

Helpfulness of Veolia contact



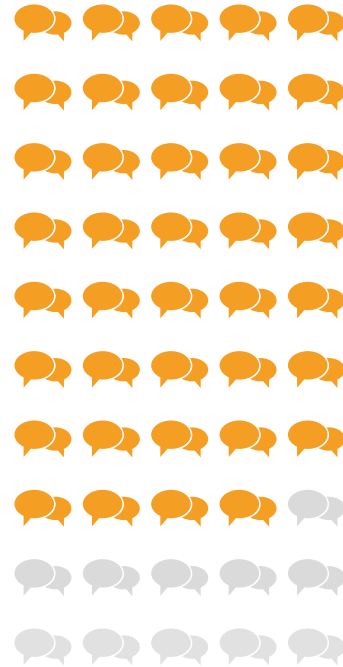
84%

Our people are the lifeblood of our business, so to see their helpfulness rated with a score of **84% in another one of your priority areas is great**. However, it doesn't stop here. Each year we invest in **training and developing our people** to enhance their skills and expertise so we can rise to your challenges and meet your changing needs.

## CUSTOMER EXPERIENCE

Your feedback helps us **enhance your customer experience**

Listening to your needs



**78%**

You rated us **78% for listening to your needs**, the same score as last year. Understanding your needs and delivering the solutions that meet your needs is a key focus. We have listened to your feedback and have identified areas for improvement including being **more proactive, better communication** and **improved innovation**.

Service delivery

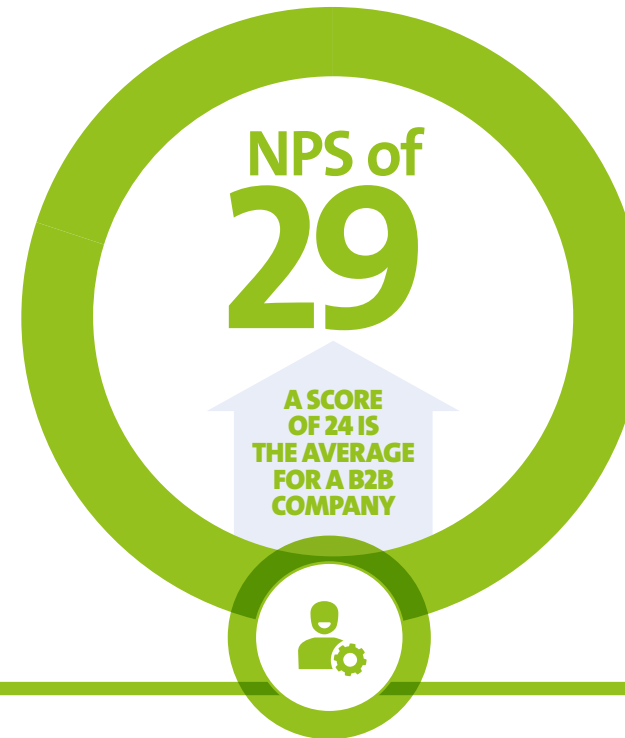


**76%**

We value **our customer relationships** and are pleased that you feel the same. We responded to your feedback last year and we will do so again in 2018 as we strive to **further improve our service delivery to meet your needs**.

Your feedback helps  
**us enhance your  
customer experience**

Net Promoter Score (NPS)



The NPS is an index we use to measure the willingness of our customers to recommend our products and services to others.

We are pleased you awarded us a score of 29, which is five points above the industry average of 24. However, there is room for improvement and we will never become complacent and always strive to achieve more.

We want to **be 'best in class'** and to do this we want to evolve further to better meet your needs. Our managers will contact you to address any specific issues you have raised in this survey and will be incorporating others into our overarching continuous improvement plans.

## A selection of additional **positive feedback**

Thank you for your positive remarks. We will thank our teams on your behalf.

Feedback



We don't have any issues with them, it's working well

**Very satisfactory**

Happy with the service

**Provide a good service**

The new dashboards are great

**Very much specialist in their field**

Staff are very helpful and approachable

## A selection of additional **feedback and areas for improvement**

These will help form the themes of our continuous improvement planning

Improvements



**It would be great if they could come back to us sooner**

**More communication, faster turnaround**

**Payment processing and paperwork**

Have an online system for comments, reports and forms

Hear more about what is going on in the industry

**Flood me with ideas**



## What happens to your **feedback**?

Your feedback has been analysed and key findings shared with our business-improvement teams. Areas for development have been highlighted and action planning is underway to ensure we continuously improve the levels of service we bring to you.

We are continuing to actively promote our face-to-face visits, and we will keep you informed of customer-service improvements and performance-management tools as they are unveiled.

Our newsletter, *Industry Outlook*, is the perfect platform to keep abreast of our progress and we're pleased to share this with you on a quarterly basis.



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## What have we already **achieved**?

Overall, we're delighted our customers remain happy with the services we deliver and our satisfaction remains high at 78%. We've worked hard to further improve our performance and are delighted to see your comments about our 'good service', 'helpful staff' and general expertise.

We know there's always room for improvement, and that we must continuously improve to meet your changing needs. To drive this, we plan on running a series of customer think-tank sessions in 2018 to delve deeper into your challenges and needs and how we need to enhance our services and solutions, to support you today and into the future.

We will also continue to improve our communication with you and to bring new and innovative solutions wherever possible.