



MPE
Quality, Reliability, Performance

Company Bulletin

for EMC, EMP & TEMPEST Protection

Issue 4



Shown on the left here receiving his prize of a Kindle Fire 7in 8GB HD tablet, the proud winner of the draw for all those who entered MPE's Customer Satisfaction Survey is Kelvin Smith. He is Air Sites Engineer at SCIDA Ajilon Consulting, RAF Brize Norton, Oxfordshire, UK, where the presentation is being made by John Jephcott, Key Account Manager of MPE Ltd.

MPE Customer Satisfaction Survey

MPE recently conducted a Customer Satisfaction Survey of a randomly selected number of customers, comprising both frequent and infrequent buyers, based in the UK and overseas. The individuals included were those who purchase, specify, recommend, install or use MPE products, and the Survey returns rate was 23%.

Each completed response was entered into a draw, with the delighted winner – Kelvin Smith, Air Sites Engineer at SCIDA Ajilon Consulting – receiving a prize of a Kindle Fire 7in 8GB HD tablet.

In detail, customers were asked to rate MPE from 1 to 6 against each question, 1 being very poor and 6 being excellent.

Staff

MPE scored highly in all areas relating to staff – availability, knowledge and friendliness – with all but 3 scores above a 4 and none below a 3.

One unprompted customer comment read: *"MPE has the best staff and is willing to think outside of the box."* Another remark was: *"You have maintained a very good relationship."* Indeed 82% of customers felt that their business relationship with MPE had improved during the last two years.

Provision of information

MPE also scored excellently on its provision of information to customers and end-users. Here 80% rated MPE as a 5 or 6. One comment read: *"MPE provides more information than all other vendors."* Another read: *"As always, very prompt with quotes and requests to resolve installation queries."*

Product performance

MPE scored very well indeed on product performance. A comment typical of many was: *"Engineering performance excellent."*

Product reliability

MPE achieved very high marks on product reliability. 86% of customers rated MPE at 5 or 6. Customers' statements included: *"We have the utmost respect for them and their filters"* and *"MPE filters never fail to deliver."*

The three areas with the room for most improvement were identified as:

Increased feedback on new product developments

One comment noted: *"We don't receive enough feedback on*



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what is being developed at the factory.”

Product lead-times

Product lead-times – 57% of customers scored MPE's lead-times at 4 or above, yet 43% scored them as 3 or below.

Pricing

Overall price – 85% of customers stated that MPE gave value-for-money, and almost 60% of customers thought MPE provided a good price in comparison to competition. However, 45% of responses marked overall price at 3 or below.

Accordingly, MPE has now commenced actions to improve in those three areas with room for most improvement and will report back on progress in all of them over the coming months.