



## MEDIA INFORMATION

SGS United Kingdom Limited, 217-221 London Road, Camberley  
GU15 3EY.

### **SGS auditors have exceeded expectations according to its 2018 Customer Satisfaction Survey**

*13<sup>th</sup> March 2019* .... SGS, a leading inspection, verification, testing and certification organisation, has released the results of its 2018 Customer Satisfaction Survey. Conducted annually, it highlights how the company is performing and identifies areas for further improvement. Customers were asked to score their satisfaction between 1 (dissatisfied) and 10 (very satisfied).

Through working with clients across a diverse range of vertical sectors, SGS aims to match them with auditors that have relevant industry expertise. When asked to rate the auditor's knowledge of their sector, 84 per cent of respondents scored 8-10, which was up from 79 per cent in 2017. Furthermore, when it came to the audit itself, 86 per cent of those questioned scored between 8-10 when asked about auditor communication, confirming their auditor was clear, open-minded and informative – a figure that improved on 2017's score of 82 per cent.

For the quality of content and presentation of the audit report, 78 per cent of respondents answered in the 8-10 bracket, up three per cent. Further improvements were highlighted with 90.3 per cent saying they were satisfied with the timeline for delivery of the audit report – up from 88.2 per cent in 2017. To complement these excellent results, 94.7 per cent felt that the site visit was structured well to suit their operations.

SGS prides itself on the quality, expertise and integrity of its auditors, which is important because, as a UKAS accredited body, the company is subject to regular assessments of its offices, records, processes and people. Jon Murthy, UKAS Head of Marketing, commented, 'Our assessments enable SGS to demonstrate its competence, impartiality and performance capability, in turn instilling customer confidence in the services it provides. The combination of our assessments, the objective evidence reviewed, and the results of the 2018 Customer Satisfaction Survey show that SGS employs a high level of scrutiny when allocating auditors, which gives clients confidence in its services.'



SGS was also delighted that its Net Promoter Score (NPS) had also increased. The NPS measures the willingness of customers to recommend a company's products or services to others and is calculated as the difference between the percentage of promoters and detractors.

Promoters are respondents who answer 9 or 10, passives 7 or 8, and detractors give a rating of less than 7. SGS' NPS was 13 per cent in 2018, with 40.46 falling within the promoter category. This is particularly impressive given that the global benchmark is 10 per cent.

'The 2017 Customer Satisfaction Survey produced some remarkable results, so we knew that to exceed them in 2018 would be a tough call,' concluded Heather Crick, Business Manager at SGS. 'However, our clients' rating showed a marked improvement, particularly with respect to the performance of our audit team, and it was great to have the quality, expertise and hard work of our auditors confirmed – and over 42% of our auditors have more than 7 years' service – which proves that SGS really is a great place to work. Not only that, in order to meet the increasing demand for our services, we continue to recruit new personnel, so we now have a team that balances recent industry experience with exceptional auditing skills.'

For more information, please contact Freddie Wright-Jones, Marketing Co-ordinator, t: +44 (0) 1276 697881,  
E: [Freddie.Wright-Jones@sgs.com](mailto:Freddie.Wright-Jones@sgs.com)