








# Measuring Customer Satisfaction

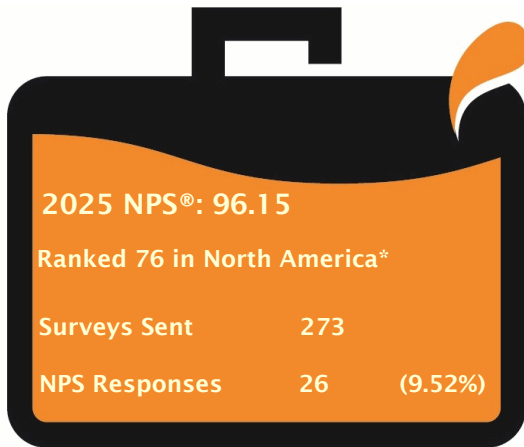
Many companies claim that they have the "Best service in the business" but few even have a way to measure how happy customers are. Here at Lioce Group (TLG) we have a system that allows us to capture feedback after every service call. We use the Net Promoter Score system [www.netpromoter.com/know/](http://www.netpromoter.com/know/)

The average N. American company has a Net Promoter Score® of 30.

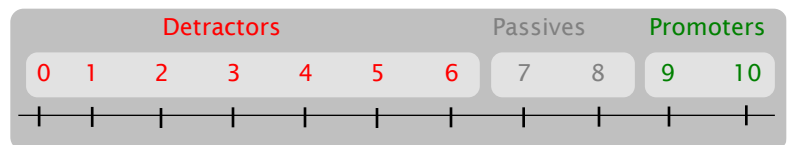
Some well-loved companies reach scores into the 70s and 80s

NPS® Leaders - N. America 2024		
Company		NPS
Tesla		97
T-Mobile		82
Starbucks		77
USAA		75
Amazon		73

NPS scores published by Satmetrix Systems

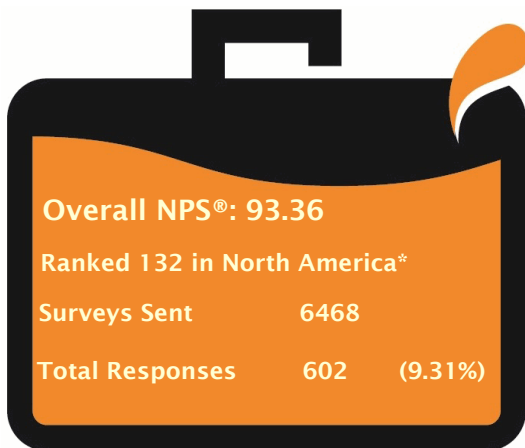


How likely are you to recommend to a colleague or friend?



$$\text{NPS}^{\circledR} = \begin{matrix} \text{\% of PROMOTERS} \\ \text{(9s and 10s)} \end{matrix} - \begin{matrix} \text{\% of DETRACTORS} \\ \text{(0 through 6)} \end{matrix}$$

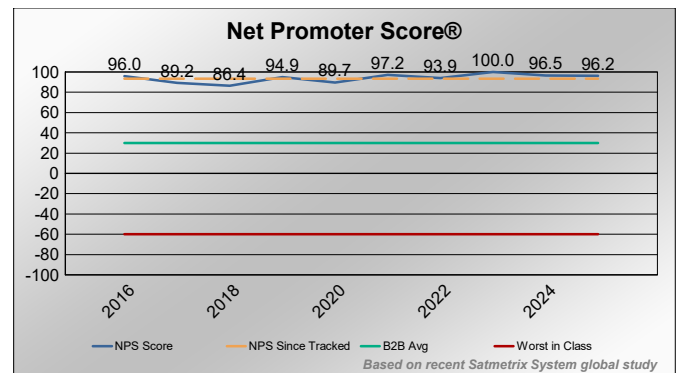
96.15 = 25 (96.15%) - 0 (0.00%)



$$\text{NPS}^{\circledR} = \begin{matrix} \text{\% of PROMOTERS} \\ \text{(9s and 10s)} \end{matrix} - \begin{matrix} \text{\% of DETRACTORS} \\ \text{(0 through 6)} \end{matrix}$$

93.36 = 571 (94.85%) - 9 (-1.50%)

The Net Promoter Score (NPS)®, is a straightforward loyalty metric that holds companies and employees accountable for how they treat customers. It is both a loyalty metric and a discipline for using customer feedback to fuel profitable growth in your business. Employees at all levels of the organization understand it, opening doors to customer centric change and improved performance.



Data Collection and NPS® Verification  
 powered by CEO Juice Inc.

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\* Ranking among US and Canada copier dealers using the NPS® system provided by CEO Juice.

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