

TÜV-certificate for excellent service



News from Ganter in Furtwangen

Otto Ganter's customers again awarding the dream grade 1.74 for service quality and customer service!

For the third time in succession Otto Ganter GmbH & Co. KG has had its service quality voluntary reviewed by TÜV Saarland. And for the third time our customers gave us a dream grade. Service quality and customer satisfaction were (school) graded 1.74, constantly to the excellent result of the year 2009 (grade 1.70).

Hans-Dieter Flesch, sales manager of TÜV Saarland:

"With these results Ganter Standard Elements are among the best industrial enterprises which TÜV Saarland awarded the "TÜV Service tested" certificate.

To be awarded the much coveted TÜV certificate, over 4,000 customers of Otto Ganter GmbH & Co. KG were addressed and asked to complete a specially drafted questionnaire. A feedback rate of almost 7,5 percent of our customers guaranteed that the survey was representative.

The customers are satisfied all round. A total of 96,7% of all customers questioned stated "excellent" or "good" in their overall satisfaction.

The following five individual criteria are especially important for our customers, with GANTER being particularly proud of the grade for product quality.

Product quality: 1.36
Schedule effectiveness: 1.60
Supply capability: 1.72
Speed of delivery: 1.69
Product longevity: 1.57



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