

ELIX's CUSTOMER JOURNEY FEEDBACK

We are making improvements based on how you have rated ELIX compared to other suppliers*

(+60% above average)

Researching Supplier & Product Communication Channels Rating

Web Page
83%

Presence in Fairs
80%

Company Newsletter
74%

Technical Articles
62%



We are improving our digital experience by creating webinars, additional technical content and website update

Contact / Sampling Technical Service Rating

Product Development
74%

Business Development
68%



Additional rheological tests have been done for simulation of parts (mold flow)

Purchase Team Rating

Sales Representatives
88%

"They are a great and reliable supplier there is nothing much to add"



Order & Use of Material Materials and Support Rating

Products
84%

Technical Support
82%



We are evaluating possible partnerships with our customers based on more sustainable products

Customer Support Service Rating

Customer Service
90%

Complaint Resolution
84%

Reliability of Supply
89%



Team was created to reduce complaint response times

"I can recommend ELIX to anyone. Especially when I was new to the plastics sector, I received friendly and helpful advice from ELIX staff. So everyone who looks to work with plastics should consider ELIX"



Your feedback make us better.
Thank you!