

# Damon Industry 2025 Annual Customer Satisfaction Report



# Customer Satisfaction Survey Overview

In 2025, thanks to your support, we achieved a customer satisfaction score of 96.13.



**195** customer questionnaires



**79** customer suggestions

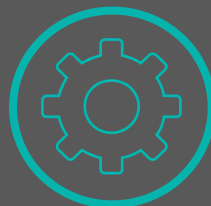
# 2026 Improvement Plan

Based on your feedback and suggestions, we are committed to enhancing your satisfaction by focusing on the following areas:



## Product Quality Improvement

- Strengthening quality control management and guidance for our suppliers



## Product Portfolio Expansion

- Further expansion of our custom product offerings



## Delivery Time Improvement

- Shorten lead times for Polyurethane lagging and Sprocket Rollers



## Pre-sales and After-sales Service Enhancement

- Strengthen technical communication
- Streamline customer service processes
- Improve responsiveness to after-hours feedback



## Online Service Enhancement

- Further optimize the drawing download service

# 2025 Improvement Review

We are pleased to report the following improvements and results from 2025:



## Product Quality Enhancement

- Resolved product assembly issues and optimized the supply chain for critical Components.
- Customer satisfaction with product quality increased by 2.30%.



## Improved After-Sales Service Timeliness

- Optimized after-sales service processes.
- Customer satisfaction with after-sales timeliness increased by 3.67%.



## Lead Time Improvement

- Adjusted and monitored safety stock levels for key materials with long delivery times.
- Customer satisfaction with delivery times increased by 2.98%.



## Online Service Optimization

- Improved the stability of the drawing download function on our official website and online portal, and added a shipping list download service.
- Customer satisfaction with online services increased by 1.23%.

## Feedback Channels

We will provide regular updates on our progress and invite your continued oversight. We also welcome your feedback and suggestions.



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