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**Dear Colleague,**

Our final results remain stable compared to previous quarters. We have delivered 5586 survey e-mail invites and 3520 have completed the survey, giving us a 63% of Response Rate. Our NPS ended at 52, we had an increase of 3 points compared to last quarter.

Attached, you will find additional deep-dive information on our region's key KPIs, the CXM Drivers and the Timeline Compliance per country.

If you have any other feedback or questions, we would love to hear them! Email us [here](#).

Kind regards,

**CXM Global Team**



## Net Promoter Score in a nutshell

- 3,520 customers replied out of 5,586 surveys delivered with a current Response Rate of 63%
- Out of 609 newly on-boarded customers in Q3 2021, 608 surveys were delivered and 406 responded (Response Rate of 67%; NPS 38)
- Out of 5,018 existing customers, 4,977 surveys were delivered and 3,114 responded (Response Rate of 62%; NPS 53)
- Overall satisfaction score is at 8.5
- First Call Timeline Compliance currently at 90% (with 7% of cases still being able to meet timelines and 3% timeline missed)

## Q3 Reports on CustomerGauge

CustomerGauge reports give you real-time data in a concise view and the ability to customize dashboards. Want to learn more about the Q3 survey and the recent launch? Check out the below reports.

- **CXM Report 3.0**  
(Sent vs. responses, NPS per region & country, top drivers)
- **CXM Global Dashboard - detailed**

To open the reports, you need access to Customer Gauge. If you do not have access, please contact your Country CXM Coordinator

### Q3 2021 Top NPS improvements compared to Q2 2021:



Vietnam  
 $\Delta+26$  (NPS Q3: 47)



Chile  
 $\Delta+19$  (NPS Q3: 62)



Philippines  
 $\Delta+28$  (NPS Q3: 62)

### Countries with the highest response rate:



Myanmar  
(100%)



Argentina  
(100%)



Norway  
(100%)

### Countries with the lowest response rate:



Italy  
(49%)



Sweden  
(48%)



South Africa  
(49%)

## Example of customer comments

**HP Inc.**

“Another excellent quarter for the Beringe team ! Operational performance has been very good We are also going through a number of changes and new projects which can bring additional complexity. The engagement and willingness of the Beringe team to support & work with Hp for solution is excellent. Very well done to all the Beringe teams!! We are going into a challenging period ( S4 go live, Accio, Portus and WUE projects) so lets keep focus and keep the very good partnership going!! Thanks Again.”

**SG Corporate**

“We have seen a relevant improvement in recent months and we hope that the DHL team will continue with continuous improvements in conjunction with the SGAA Chile team, always seeking the TOTAL satisfaction of our customers.”

**Roche Diagnostics**

“We are very grateful for the cooperation of the people on the operation side. On the other hand, we do not consider system control and infrastructure to be a source that can be actively recommended. We will evaluate it as "5" in consideration of the negative points of the system and infrastructure.”

**Distribution list - This information has been sent to:**

*DHL Supply Chain Board  
CCOs, Sector and Product Leads  
Country Management  
CXM Coordinators*

**Please cascade to your teams as appropriate.**

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