

AGILENT CUSTOMER EXPERIENCE SURVEY MAKING AGILENT BETTER FOR YOU

Customer satisfaction has been important to Agilent since the day we opened our doors.

The Agilent Customer Experience Survey is one of the most important ways we have for understanding how you feel about doing business with Agilent. It helps tell us what's working, the progress we're making on issues you've brought to our attention, and where we need to do a better job.

We hope you'll provide us with feedback. We want to know where we meet your needs and expectation (and keep doing that), and where we miss the mark (and work on that).



Watch for an invitation to participate in the Agilent Customer Experience Survey.

We look forward to hearing from you.

In 2016, the Agilent Customer Experience Survey was redesigned to make it easier, faster and more convenient for you to complete.

- The ACX Survey is now mobile enabled, and takes less than 3 minutes for you to provide your valuable feedback to us.

Many of the questions were changed to better capture what matters most to you in your experience with us. We've targeted our questions to where it's vitally important for us to meet or exceed your expectations.

- For example, did you get the information you wanted when deciding whether to buy from us? After you placed an order, were you kept regularly informed about when it would be delivered and installed? Was the instrument installed by the date you needed it? When you requested on-site service, did we schedule it quickly and solve the issue to your satisfaction?

All levels of Agilent management see our customers' responses and comments. From these, we identify what and where we need to improve, investigate the issues and create improvement plans, and (if you want us to) get back to you on what we're doing.

Here are a few examples of improvements we made based directly on customer feedback:

- Introduced an automatic notification system that confirms when your product is ordered, tells you when it ships, and utilizes a real time tracker for delivery information
- Provided easier and more complete access to site preparation guidance for customers purchasing instruments
- Faster delivery time and online purchase options for consumables to improve your purchase and delivery experience
- Shortened the time it takes you to schedule your service
- Improved search and navigation on our website

COMMITMENT TO OUR CUSTOMERS

As a highly valued customer, your success is Agilent's top priority. We aim to support your business success with answers you can count on, and to ensure that you have an outstanding experience as you work with us. For me, this is a personal commitment.

As I hope you have already noticed, we are taking actions, both significant and subtle, to continually improve the ways we serve you. And we will continue to make changes necessary for a better customer experience.

Please take a few minutes to share your views about how we're doing in the web-based Agilent Customer Experience Survey. We want to hear from you.

I know that together, we can achieve many great things.



Mike McMullen
Agilent President and CEO