

Evonik's Acrylic Monomers Business Line achieves above-average score in global customer survey

- Global survey with high participation rate
- External management consultancy certifies above-average satisfaction level
- Majority of customers rated Evonik better than the best competitor

In 2014 the Acrylic Monomers Business Line of Evonik Industries carried out a global customer survey with the aim of aligning its services even more closely to customers' future requirements. Nearly 1,000 business partners worldwide were invited in standardized telephone interviews to rate their satisfaction with Acrylic Monomers and to elaborate customer needs. The participation rate was close to 50%.

The results of the survey show that satisfaction levels with the products and services of Acrylic Monomers are high in comparison to the chemical industry average. In recognition of this, the business line was externally certified with the "Superior in Customer Satisfaction" seal of quality by the management consultancy Homburg & Partner. Furthermore, the majority of surveyed customers rated Evonik better than its best competitor, particularly in the categories of: product quality, innovation, customer service, and logistics.

"We were particularly pleased with the above-average satisfaction rate among our customers. However, far from resting on our laurels, we'll be using the survey results in the months ahead to discuss with our customers how we could respond to their needs even better," says Wolfgang Kaster, Vice President Global Marketing & Sales of the Acrylic Monomers Business Line.

As a mark of thanks for the high participation rate, Evonik donated €5,000 to non-profit organizations.

Under the VISIOMER® brand name, Evonik Industries produces and markets worldwide a wide range of specialty methacrylates, MMA, GMAA, n- and i-BMA, and hydroxymethacrylates.

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www.visiomer.com.

Company information

Evonik, the creative industrial group from Germany, is one of the world leaders in specialty chemicals. Profitable growth and a sustained increase in the value of the company form the heart of Evonik's corporate strategy. Its activities focus on the key megatrends health, nutrition, resource efficiency and globalization. Evonik benefits specifically from its innovative prowess and integrated technology platforms.

Evonik is active in over 100 countries around the world. In fiscal 2014 more than 33,000 employees generated sales of around €12.9 billion and an operating profit (adjusted EBITDA) of about €1.9 billion.

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