

Quality, Health, Safety, Environmental & Energy Manual:

Document No: SM-58 Toyota Customer Quality (TCQ)

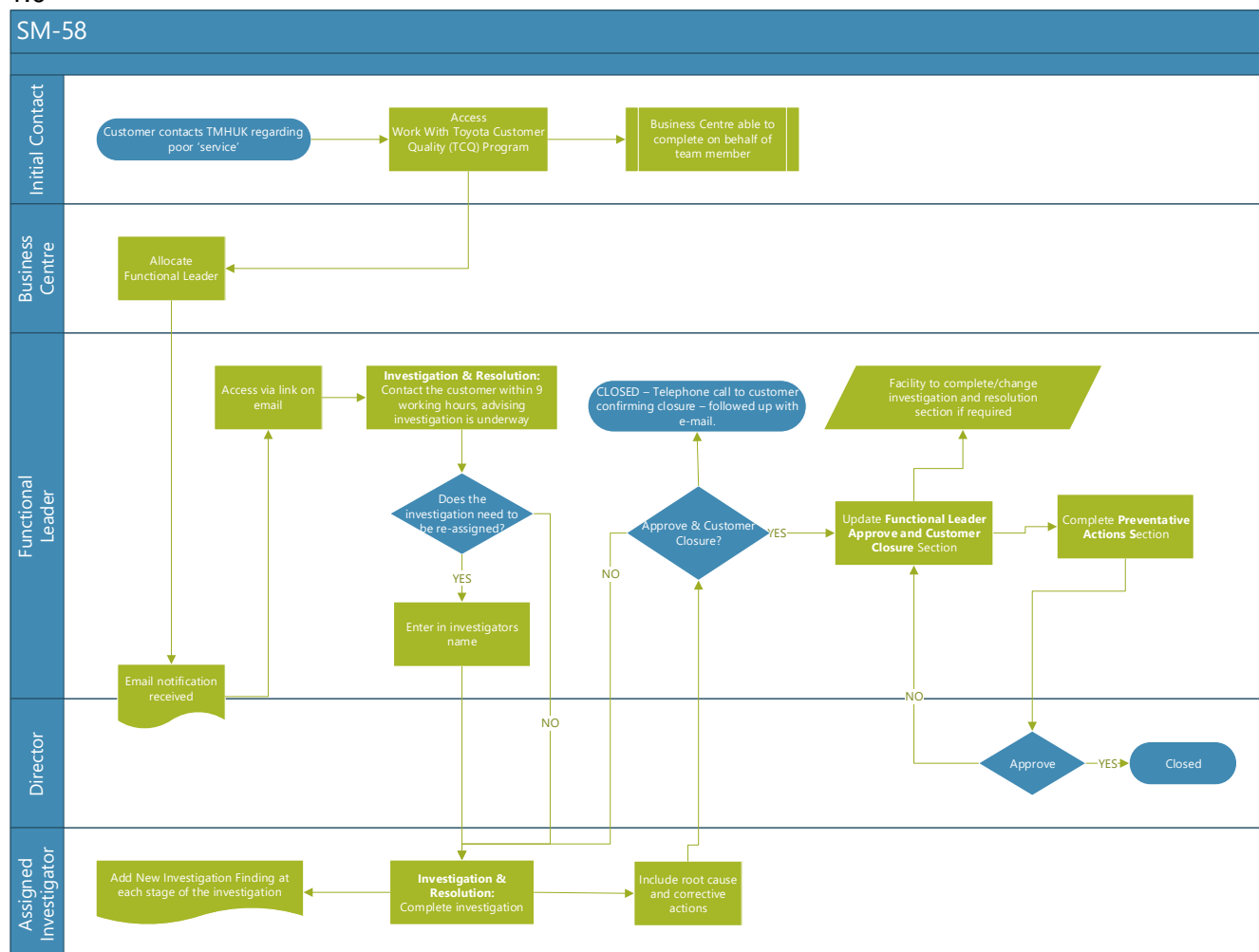
Toyota Material Handling UK Ltd's (TMHUK) policy to ensure all externally generated customer improvement requests are managed to full resolution. It is TMHUK's believe that each improvement notification received is an opportunity to learn, adapt, improve and provide a better customer experience.

Therefore TMHUK has implemented a responsive, efficient, effective and fair 'Toyota Customer Quality' (TCQ) process, as detailed below.

TCQ Process

1.0

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Net Promoter Score (NPS)

2.0 Net promoter score, or 'NPS', is a way of measuring customer satisfaction. It presents customers with a simple survey, then feeds their answers into a formula to produce a single figure for benchmarking.

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Customer Complaints

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- 2.1 Customers are randomly selected and sent a questionnaire in connection with their TMHUK experience. All responses are managed centrally and depending on the responses received the customer may be contacted directly. The overall NPS score is monitored.

Records

- 3.0 A monthly TCQ report will be generated by the Quality, Safety and Environmental Team and issued to the relevant functional leader and director to review.
- 3.1 A monthly NPS report is generated and reviewed by the Service Management Team