

Thermoseal Group Highly Rated by IG Manufacturers

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If you speak to Thermoseal Group's customers, you'll hear that there are a multitude of reasons for its influx of prestigious awards. Its latest customer survey results are testament to its outstanding offering, with 100% of customers rating their overall experience with the Group as Good to Excellent, the majority of which voted the Group as Excellent.

With over 40 years supplying to the glass and glazing industry offering an ever-growing range of over 2,500 insulated glass (IG) components - most of which are now manufactured by the Group in the UK - Thermoseal Group supplies to customers in 40 countries across 6 continents.

UK and Export Customers were given a short Customer Satisfaction Survey requesting a rating on the service that they receive from all contact with Thermoseal Group. The survey also included a series of questions prompting feedback on its teams, product offering, as well as an indication of what customers would like to see from Thermoseal Group in the future. The survey was completed by approximately 12% of its customer base offering a representative sample of UK and export customers being serviced by all its UK depots.

The Group's Head of Marketing and Communications, Samantha Hill, tells us: *"Like the rest of the industry, we have seen an increased demand for our products over the past year, which is great, but we have also been affected by rising costs, supply-chain issues and staffing problems caused by the Covid-19 pandemic and BREXIT. Considering this, the results of the latest survey are even more welcome.*

*"Our team were delighted by the influx of positive comments, such as: **"By far the best of our suppliers", "Superb Service" and "Fabulous, friendly and professional". "Extremely knowledgeable and always go the extra mile". "Everyone is a pleasure to deal with."** Perhaps my favourite was **"What more can I say, all brilliant!"**. There were also several customers who simply urged us not to change.*

"We have an excellent customer retention rate here at Thermoseal Group, and we make extra effort to ensure that we keep it that way. We monitor our customer service levels and our Customer Relationship Management System provides full details and statistics so that our teams can ensure that if we get it wrong, like everyone does at times, then we put it right as quickly as possible. We are continually striving to improve.

"Since the last survey in 2019, we have developed a bespoke e-Commerce system. A few of our customers are currently trialling the system to order their goods online. We look forward to offering this service to all our customers over the coming months.

"I'd like to thank all customers who completed our Customer Satisfaction Survey. We have a variety of suggestions for additions to our product range and some valuable feedback on how we can meet our customers' future requirements. If you highlighted something we need to develop or improve on, then we're looking into it as you read this."

As a thank you to customers who filled in the survey, Thermoseal Group entered all respondents into a prize draw. The two Prize Draw winners were presented with a £250 Virgin Experience Voucher.

The first winner was Paul Rogers from Allclear Glass and Glazing, who said: *"Whether its double-glazing consumable supplies or machine service, the customer service team are always willing to help and offer excellent advice which gives confidence in knowing that the items you are ordering are correct and will do the purpose required. I would not hesitate to recommend the Thermoseal Group and thank them for my winning gift."*

The second winner was Paul Deanus from Uxbridge Glass Centre, who said: *"Sales team excellent service and very friendly. As for winning, I am over the moon as I have never won anything, not even £2.50 on the lottery!"*

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