

# Process Pigging Specialist HPS Scores Success in Customer Satisfaction Survey

*HPS Product Recovery Solutions Achieves 100% Customer Satisfaction for Third Consecutive Year.*

NOTTINGHAM, NOTTINGHAMSHIRE, UNITED KINGDOM, March 6, 2018 -- [HPS Product Recovery Solutions](#), the leading specialists in process and hygienic product recovery systems, recently revealed the results of its annual customer satisfaction survey for 2017.

The survey confirmed that overall 100% of HPS customers surveyed were either “Satisfied” or “Extremely Satisfied” with their experience with HPS.



Gilbert Murphy, CEO at HPS, commented: “The survey results for 2017 are again outstanding. This is the third consecutive year HPS have achieved a high score which speaks for itself. We have a dedicated team who strive to ensure our customer base is looked after in a professional and friendly manner and that’s reflected throughout these scores”.

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The long-established company is the global leader in the niche technology (called ‘[Pigging](#)’) that recovers up to 99.5% of product from the pipelines, which is usually wasted during production changeovers. HPS operate in a wide range of industries. These include food, beverages, confectionery, homecare products, paint, cosmetics, pet food, plus more.

The company conducts its customer satisfaction surveys after they’ve commissioned a project or delivered spare parts;

reflecting its ongoing commitment to providing the highest possible quality service to its worldwide customer base.

HPS also scored an exceptionally high score for their spares ordering process and the knowledge and expertise of their staff.

The survey also indicated a strong willingness for customers surveyed to recommend HPS to others. They also praised HPS staff for showing a good understanding of their requirements and commended the project delivery and turnover times.

Gilbert, continued: "We'd like to take this opportunity to thank everyone who participated in the surveys and for the feedback provided. It certainly shows that we're getting a lot of things right, as well as showing those areas we can improve. That's why we routinely send out the surveys, as they help us to understand how we can be even better going forward"

HPS have put together some of the highlights from the 2017 customer satisfaction survey into an infographic, which [can be found here](#).

Gilbert, concluded: "As well as delivering high quality pigging systems and liquid transfer solutions that offer lots of advantages including higher yields, efficiency, productivity and profits, you can have peace of mind if you choose HPS. As the survey results indicate, we also deliver great customer service and support".

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