



TECHNOSPHERE
ENERGY SERVICES (PVT) LTD

Customer Satisfaction Feedback Report: 2016



We operate in an increasingly changing and crucial industry and recognize the need to provide first class customer service and reliable solutions to meet your expectations.

In sharing the results of our latest survey with our principal customer ZPC, as well as our employees and relevant stakeholders, I want to demonstrate the progress we have made and the commitment we have to meeting your needs for the future.

Guy Savory

Commercial Director



Background

In June 2016, we conducted an on-site Customer Satisfaction Survey here at Hwange Power Station in line with our ongoing ISO9001:2015 program. We wanted full and frank feedback and we welcome the many comments made. This invaluable information enabled us to make informed strategic and operational decisions based on your priorities and our performance. We have worked hard over the last months to improve our servicedelivery but realize that we still have some way to go. However, we hope that you are already seeing the benefit of our increased focus on quality customer service. Technosphere Energy Services understands that improving customer satisfaction is a continual process. We are grateful to those busy executives who gave their time to participate in this survey. Customers were selected to take part at random. If you were not approached to take part in the survey on this occasion, we trust that you will still be interested in giving us any of your findings/ feedback.

The aim of the survey

The aim of the survey was to help us understand:

- *What is important to our customers*
- *How well are/can we satisfy those needs*
- *Where we need to focus our attention to increase customer satisfaction*

In summary, we asked our customers to help us to identify how we can provide them with a better service.

Who was surveyed?

The survey was conducted on Hwange Site Management , both top and line managers, mainly focusing on those directly involved with Stage 2 boiler maintenance works and spares procurement. In this survey, customers were asked to indicate the importance of a range of service criteria and then to score the performance of Technosphere Energy Services against these same criteria. As well as providing scores, customers were invited to make comments; we have a full transcript of these. We have examined these comments and are already using them. The insight provided by these comments is of great value when considered alongside the numerical ratings our customers gave us.



Committed to quality and continual improvement

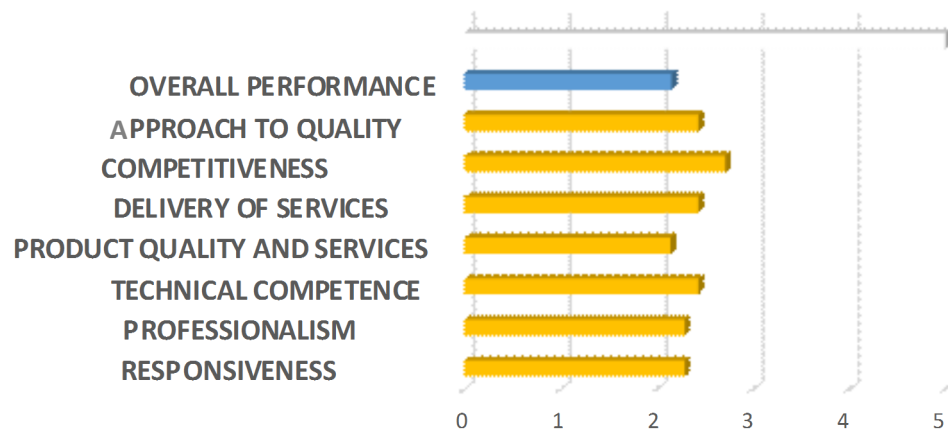


We are pleased to report that in nearly all areas our performance has improved. Customers continue to be most satisfied with our products (the three highest scores relating to product/service quality, responsiveness and professionalism). This is very encouraging as we take great pride in our capacity to offer plant maintenance services and spares that meet global standards.

However, customers are least satisfied with our pro-activity in cost reduction and competitiveness of price. Technosphere Energy Services clearly operates in the same competitive markets as our customers and understands that our products and services must be commercially competitive and offer great value in service therefore strides have been made in cost reduction to date. We aim to improve the quality of plant and equipment service and spares in service, extending maintenance intervals and reducing downtime on plant and equipment.

Survey Satisfaction Scores

Looking at our results more closely, the chart below shows average satisfaction scores "out of five" for each requirement. 5 means 'completely dissatisfied' and one means 'completely satisfied'. We acknowledge your concerns received regarding our rating method and changes will be made on our next survey.



What are we going to do?

Technosphere Energy Services uses the feedback gathered to identify Opportunities For Improvement- areas where we need to make improvements to increase satisfaction. In order for us to do this, we take into account not just our performance, but how important each of the criteria is to our customers. Improving satisfaction is about 'doing best what matters most', being great at the less important is not the way to deliver high levels of satisfaction. After a thorough analysis, the results tell us that in order to improve our customer service to you, we need to focus on:

- Communication at all levels with you the client
- Workflow Planning and Execution
- Competitive pricing
- Reliability of products and services

ISO 9001:2015



Quality and continual improvement is our mission.

How are we going to do this?

By comparing importance and satisfaction scores, the areas in which Technosphere is exceeding, meeting or failing to meet needs, can be identified and quantified.

Reliability of spares and services-Our ISO9001:2015 program has helped us to significantly improve our operational efficiency and reliability as well as expanding our capacity to meet global plant and equipment maintenance standards. Technosphere is obviously very dependent on its suppliers to provide us with the materials and components we need to support our maintenance and service operations. We have been successful in agreeing new supply agreements with key partners such as Doosan Babcock and are now working more closely with them.

Competitive Pricing- We operate in an increasingly competitive market place and recognize the need to have competitive prices without compromising quality and our ability to provide 1st class customer service to meet your expectations.

Communication and Workflow planning -Our survey results tell us that ZPC recognize that in the complex and busy environment we all work in, sometimes we are unable to meet commitments we have made or satisfy expectations we have raised. We seek to reduce these occasions to a minimum but realize that they will occur. Our customers tell us that when these situations do arise, they want to know immediately. They also want to know what we are doing to correct the issue and when they can have the quotation, spares or service that they were expecting. In these situations we have sometimes been guilty of working hard to correct the situation but failed to keep our customer informed. Every Technosphere employee and staff are reviewing their current performance in this important area of communication and will introduce programs to encourage this open dialogue with our customers. We will also continue to monitor our 'speed and effective handling of problems/complaints' and identify opportunities to further improve our communication and performance. In addition to the already existing platforms such as joint Whatsapp groups, emails, text messages etc, we do have handover certificates in place for every job we do and the primary purpose of this document is to give you information on what has been done during the job as well as gather any feedback from you, the customer through the comments section.

This will enable us to take immediate action on any areas of concern in a more timely manner.

How can you help-We welcome any comments or feedback on our products and services and would appreciate hearing from you. For more information on the survey or the improvements we are implementing, please contact: Batanai Mabido (Systems Compliance Officer) on: 0281 24181;bmabido@technosphere.co.zw

As you will have read, we have made and still continue making good progress in our business processes and you told us this in our survey. However, we do recognize that we must make further improvements to meet our customer's needs. There is an ongoing commitment in our business to continue to improve customer satisfaction. Please do not wait until our next survey to tell us if we are meeting your needs or have perhaps delighted you with some aspect of our service. Whenever you have contact with a Technosphere employee, please let us know how we are progressing in satisfying you, our customer



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