



## Excellent Customer Service

Universal Filling Machines has always had a strong customer service ethos, which we feel sets us apart from many of our competitors. As part of our on-going commitment to excellent customer service we regularly survey of all our customers who have taken delivery of new machines every quarter. Below are the latest results covering the last 6 months deliveries – between **1st Jan. 2021 to 30th June 2021**. Customers are usually requested to give us feedback after 3 months following delivery/installation and all questionnaire returns up to six months from sending are included.

Our survey asks 15 questions, ranging from our pre-order processes, through lead times, machines delivery, installation and training, to after sales service including response to any problems and how we handled them. Customers were asked to score us across these 15 areas on a 5 star rating scales, with 1 being poor and 5 being excellent.

We use this feedback to continue to improve our customer service, but overall we are delighted with what our customers tell us. A more detailed summary of the survey is below, but we were particularly pleased that 100% of customers gave us either 5 or 4 stars for being a great company to deal with (**91%** giving a 5 star rating here) and 100% of customers would buy from us again (**91%** giving a 5 star rating here).

Being a quality brand, we never expect to be regarded as the cheapest, but it is great to know that we were given **4.6** stars out of 5 for Value for money. It's reassuring that great service doesn't have to cost the earth! Here is summary of the results, with a more details break down below.

## Summary Ratings

Pre-sales Response – 4.7 / 5



Equipment/Delivery/Installation – 4.6 / 5



After Sales Support – 4.9 / 5



Great Company to deal with – 4.9 / 5



Value for money – 4.6 / 5



Would buy from us again – 4.9 / 5



*"The customer service right from day one to delivery and beyond is spot on. A lovely company to deal with, staff are so helpful"*

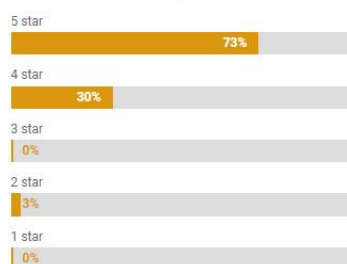
*"Excellent service on both occasions that we have done business with Universal, great products at very competitive prices."*

*"All round very happy with the service provided & will not hesitate to use again when I require filling machines in the future."*

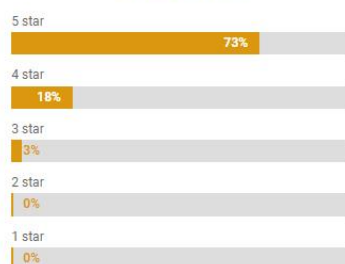
*"A fantastic company, with extremely high build quality & excellent pre and post-sales service. Not the cheapest in the world, but definitely the best, Very strong, robust, well-designed & well-built units."*

## Detailed Ratings

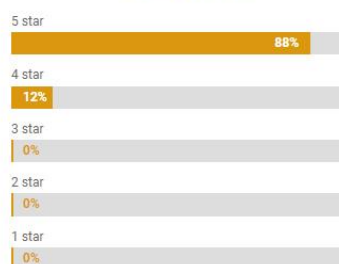
**Pre-Sales Response**  
4.7 out of 5 stars



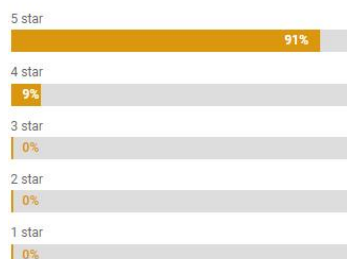
**Equipment/Delivery/Installation**  
4.6 out of 5 stars



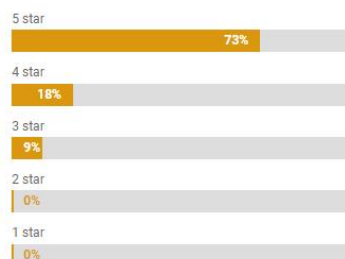
**After Sale Support**  
4.9 out of 5 stars



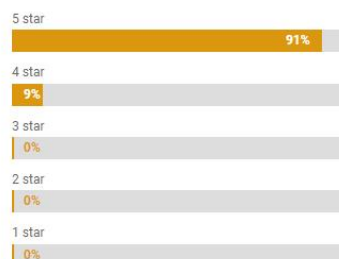
**Great Company to deal with**  
4.9 out of 5 stars



**Value for Money**  
4.6 out of 5 stars



**Would Buy from Us Again**  
4.9 out of 5 stars



These results are updated on a rolling quarterly basis – showing customer satisfaction over the last 12 months.



## Some recent customer testimonials

### **Avanor Healthcare**

"We have three bench top Universal Filling machines that between them, turn out 1/4 million units per year with practically zero downtime - they just keep going. As such, we will continue to work with Universal to supply equipment to meet increase in demand for our products."

*Scott Duffy, Managing Director*

### **Gilchrist Technical Services**

"I have now been responsible for the purchase of two laboratory filling machines from Universal. I came back for the second one due to the performance of the first one. I am considering similar machines for 2 other projects.

Universal's responses to enquiries are always very prompt and during a recent enquiry I really appreciated the honesty of the salesman who could have sold me equipment which may not have delivered the results that we were looking for.

Universal Filling Machines offer some simple yet effective semi-automatic filling machines which can be integrated into start-up production systems. Due to their robust, reliable yet simple design they can be operated with little or no engineering resource."

*Alastair Gilchrist, Managing Director*

### **Totally Natural Solutions**

"Excellent service in providing a filling machine that performs as expected and is easy to maintain and operate. Both the filler & capper that were purchased had modifications that were necessary for my particular application and both have exceeded my expectations. All round very happy with the service provided and will not hesitate to use again, when I require filling machines in the future."

*Simon Boulden, Operations Manager*

### **International Consumer Goods Company**

"Excellent service on both occasions that we have done business with Universal - great products at a very competitive price."

*RG, Manager*

### **Whisky Broker**

"Universal's machines are great and we are really pleased with the customer service and level of support provided by phone and email from Mark when we needed it. We would definitely buy again."

*Martin Armstrong, Director*

### **Healthcare Company, North West England**

"Always a joy to deal with Universal, knowledge and records of equipment belonging to us is excellent, we have some very old Universal machines still operating to a very high standard along with brand new machines. This is testimony to the aftercare and parts service.

Mandy and the whole team are always very helpful efficient and friendly."

*Marcus Rigby, Engineering Manager*

### **Chemical Manufacturing, Midlands**

"I have always found Universal Filling, a reliable and very supportive supplier over the years. All the personnel are all very helpful & positive to assist with any new projects or existing equipment. I have continued to recommend them to my new employer when moved from current to new company positions, as I believe the equipment is reliable and well manufactured to other competitors.

A good company to work with and always supportive in after sales & advise - credit to Managing Director, Mike Hollis & his team at Universal.

As a long term customer I would recommend Universal Filling as a supplier, good reliability and well-built machinery for all types of ranges in volume."

*Production Manager*

### **Rutpen Ltd**

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*Sam Morley, Engineering Manager*

### **Nikwax Ltd.**

"From the very outset Universal were streets ahead of the competition in dealing with us. No hidden unpleasant surprises in regard to quotes, which was refreshing.

The machine supplied was perfect for the desired duty. We have had no negative issues with the machine to date and it has become the steady horse of the factory floor. I find the whole team at Universal an absolute pleasure to do business with. They are always so helpful, and their customer back up has been second to none. I cannot speak highly enough of the after sales support. Every time I have had the pleasure to do business with them, I have always come away totally satisfied. The whole team, from reception, to technical, to management are a joy to work with. I cannot speak highly enough of the business in its entirety. My only negative comment is that my boss will not give me more money to buy more of Universal Filling's equipment."

*Kevin Jordan, Service Engineer*

### **Torus Measurement Systems**

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*Joanne Western, Procurement*