



Feb 08, 2015 06:21 CET

Positive feedback from customers

ESVAGT's customer satisfaction survey praises the shipping company. Focus for 2015 is potential for improvement.

The 2014 annual customer satisfaction survey was uplifting reading – again.

In the survey, conducted by an independent institute, ESVAGT customers gave the shipping company a total score of 5.42 out of a maximum score of 6 on the scale.

Ole Ditlev Nielsen, Chief Commercial and Safety Officer at ESVAGT is delighted that so many customers spared the time to answer the questionnaire and that the level of satisfaction is so high:

"We have received a great deal of positive feedback with praise and suggestions for improvement. We are grateful for all of the feedback," he says:

"We are also very pleased that we achieved our highest customer scores for the sections that reflect our four primary focus areas: Rescue training and skills, general competence at the shipping company, flexibility and response time," says Ole Ditlev Nielsen.

The questions in the 2014 questionnaire vary slightly from those of previous years, making a direct comparison impossible. The results do though clearly show that ESVAGT has experienced a positive development.

"The result from 2014 equals our highest ever score, which we achieved in 2011 with a total score of 5.42. We are very pleased that we can maintain that level despite expanding our fleet and activities significantly in those three years," says Ole Ditlev Nielsen.

He emphasises that the survey will be used proactively:

"We run customer satisfaction surveys so that we can improve. We take the many valued inputs we have received from our customers and use them for constructive criticism. Each department will be given some areas of improvement based on the customer satisfaction survey and focus areas for 2015," says Ole Ditlev Nielsen.

ESVAGT is a dedicated provider of safety and support at sea, founded on an experienced and well-trained offshore crew and unmatched rescue capabilities.

We support the offshore Oil & Gas industries with a wide range of specialized services: Standby, Emergency Response and Rescue Vessels (ERRV), Oil spill response, Firefighting, Tanker assists, Rig moves, Supply services and Interfield transfer of cargo and personnel.

In 2010, ESVAGT brought the dedicated offshore wind Service Operation Vessels (SOV) to the market. The SOVs provide accommodation for up to 40 technicians, storage for small turbine parts and a workshop, plus personnel

and equipment transfer capabilities by either Walk-to-Work gangway system or Safe Transfer Boats.

ESVAGT was founded in 1981 and has a fleet of more than 40 vessels and more than 900 employees on- and offshore.

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