

# Fresenius Kabi Earns NorthFace ScoreBoard Award<sup>SM</sup> for Customer and Field Service Excellence

Fresenius Kabi achieved all necessary criteria to earn its 8th consecutive NorthFace ScoreBoard Award for Customer and Field Service excellence. This is awarded by the Customer Relationship Management Institute LLC (CRMI). The Omega Management Group conducted an independent audit of customer satisfaction survey results and determined that Fresenius Kabi met all the necessary qualifications to earn this coveted award.

The evaluation reviewed customer survey methodology and ratings data in key areas of Customer Service and Field Service and Support. Companies must achieve a Customer Satisfaction rating of 4.0+ out of a possible 5.0 score over a 12-month calendar period to qualify for consideration.

## Customer Satisfaction Ratings<sup>1</sup> Weighted Average and Percent Satisfied

Customer Service	ScoreBoard Index	% Satisfied	2022 Q1	2022 Q2	2022 Q3	2022 Q4
Knowledge	4.8	99%	4.7	4.7	4.9	5.0
Ordering Ease	4.9	100%	4.9	4.7	4.9	5.0
Professionalism	4.9	99%	4.8	4.8	4.9	5.0
Overall Satisfaction	4.9	100%	4.9	4.9	4.9	5.0

Field Service and Support	ScoreBoard Index	% Satisfied	2022 Q1	2022 Q2	2022 Q3	2022 Q4
Knowledge	4.9	99%	4.9	5.0	5.0	5.0
Ease of Doing Business	4.9	99%	4.9	5.0	5.0	5.0
Helpful and Caring	4.9	100%	5.0	5.0	5.0	4.9
Overall Satisfaction	4.9	99%	4.9	5.0	5.0	4.9

**Rating Scale:** **5** = Exceeded Expectations; **4** = Performed Above Expectations; **3** = Met Expectations; **2** = Performed Below Expectations; **1** = Did Not Meet Expectations

[www.fresenius-kabi.us](http://www.fresenius-kabi.us)

<sup>1</sup>Data on file at Fresenius Kabi USA. Inclusive of total portfolio. Results of 2022 Customer Satisfaction Survey.

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### Fresenius Kabi Achieved *Best in Class* Rating in Customer Service and Field Service and Support

Comparison of Fresenius Kabi USA to Omega Management Group Corp.'s 2022 NorthFace ScoreBoard Award Recipients

