

Customer Satisfaction

Summary

Basic approach

With "Service First" as its corporate motto, the Daigas Group believes it is important to strive to improve our security and service quality as well as appropriately provide customers with information regarding the safety aspects of our products and services so that they can use them in a safer and more convenient manner. To provide services in excess of customer expectations, we are listening to their voices through various contacts with them, with the aim of improving our products and services.

We positioned the improvement of customer satisfaction and quality of services as one of our material issues in the Medium-Term Management Plan 2023. In the Medium-Term Management Plan 2026, we have positioned co-creating advanced, diverse solutions that meet customer values as one of our materiality. We continue working on the improvement of the customer satisfaction level.

Theme	Items to be addressed	Specific initiatives				
<p>Customer satisfaction</p> <p>→ p.106</p>	<ul style="list-style-type: none"> Maintenance and improvement of service levels by collecting and analyzing customer feedback and reflecting it in operations Creation and sharing of manuals for each duty, aiming for higher level of service Promotion of awareness-raising activities through training for managers and persons in charge <p>Materiality Improvement of customer satisfaction and quality of services</p>	<p>Policy and promotion system</p> <p>The General Manager of the Energy Solution Business Unit plans the basic policy for customer satisfaction improvement activities in accordance with the "Customer Service Rules," and the head of each organization in charge formulates and implements specific measures.</p> <table border="1"> <thead> <tr> <th data-bbox="969 831 1317 869">KPIs based on the materiality</th> <th data-bbox="1317 831 2067 869">FY2024.3 results</th> </tr> </thead> <tbody> <tr> <td data-bbox="969 869 1317 908">Customer satisfaction rate</td> <td data-bbox="1317 869 2067 908">92%</td> </tr> </tbody> </table> <p>Initiatives undertaken in FY2024.3</p> <ul style="list-style-type: none"> Conducting a questionnaire after completing a duty, analyzing and sharing it within the company, and reflecting it in the improvements in duties Continuing efforts to improve the skills of managers and persons in charge through the creation of manuals and training for each duty 	KPIs based on the materiality	FY2024.3 results	Customer satisfaction rate	92%
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