

Agilent Customer Experience Survey

Making Agilent Better for You



Customer satisfaction has been important to Agilent since the day we opened our doors.

The Agilent Customer Experience Survey is one of the most important ways we have for understanding how you feel about doing business with Agilent. It helps tell us what's working, the progress we're making on issues you've brought to our attention, and where we need to do a better job.

We hope you'll provide us with feedback. We want to know where we meet your needs and expectations (and keep doing that), and where we miss the mark (and work on that).

The Agilent Customer Experience Survey was redesigned to make it easier, faster and more convenient for you to complete.

- The ACX Survey is now mobile enabled, and takes less than 3 minutes for you to provide your valuable feedback to us.

Many of the questions were changed to better capture what matters most to you in your experience with us. We've targeted our questions to where it's vitally important for us to meet or exceed your expectations.

For example:

- Did you get the information you wanted when deciding whether to buy from us?
- After you placed an order, were you kept regularly informed about when it would be delivered and installed?
- Was the instrument installed by the date you needed it? When you requested on-site service, did we schedule it quickly and solve the issue to your satisfaction?



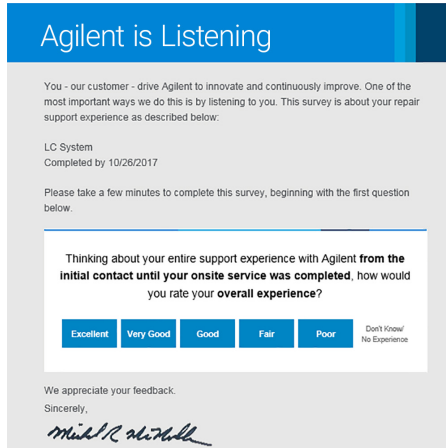
We invite you to participate

Watch for an invitation from AgilentListens@e-mail.agilent.com to participate in the Agilent Customer Experience Survey.

We look forward to hearing from you!

Identifying areas to improve

All levels of Agilent management see our customers' responses and comments. From these, we identify what and where we need to improve, investigate the issues and create improvement plans, and (if you want us to) get back to you on what we're doing.



The screenshot shows a survey interface with a blue header 'Agilent is Listening'. Below the header, there is a message: 'You - our customer - drive Agilent to innovate and continuously improve. One of the most important ways we do this is by listening to you. This survey is about your repair support experience as described below.' It includes a title 'LC System' and a completion date 'Completed by 10/26/2017'. A question asks the user to rate their overall experience from 'Excellent' to 'Poor', with a 'Don't Know/No Experience' option. The survey concludes with 'We appreciate your feedback. Sincerely, Mike McMullen' and a signature.

Implementing improvements

Here are a few examples of improvements we made based directly on customer feedback:

- Introduced an automatic notification system that confirms when your product is ordered, tells you when it ships, and utilizes a real time tracker for delivery information
- Provided easier and more complete access to site preparation guidance for customers purchasing instruments
- Faster delivery time and online purchase options for consumables to improve your purchase and delivery experience
- Shortened the time it takes you to schedule your service
- Improved search and navigation on our website



Commitment to our customers

As a highly valued customer, your success is Agilent's top priority. Agilent teams are passionate about providing you trusted answers to your complex challenges. We aim to support your business success to ensure that you have an outstanding experience as you work with us. For me, this is a personal commitment.

As I hope you have already noticed, we are taking actions, both significant and subtle, to continually improve the ways we serve you. And we will continue to make changes necessary for a better customer experience.

Please take a few minutes to share your views about how we're doing in the web-based Agilent Customer Experience Survey. We want to hear from you.



A handwritten signature in black ink that reads 'Mike McMullen'.

Mike McMullen
President and CEO

For information, visit
www.agilent.com

This information is subject to change without notice.

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