

SALES PARTNERS SURVEY RESULTS

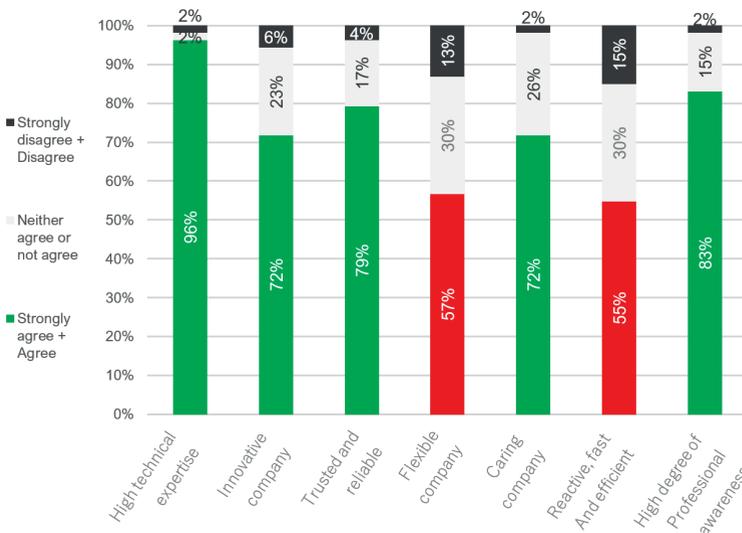


Along side the employee questionnaire, to continuously improve our performances in our market, CTD's marketing department also conducted a survey through our sales partners.

The purpose of the survey was to obtain their opinion about our company, our products and our services in order to identify our positioning in the motion market, determine our strengths and to capitalize on them and detect any areas of improvement, to increase our performance.

The following information provides a very brief snapshot.

CTD BRAND



• • • THE POSITIONING OF CTD IN ITS MARKET

As the CTD's employees, the CTD's sales partners thought that CTD is a **reliable and trusted partner** which provides its customers with a **high level of technical expertise** to give them a **quality and innovative solution**, that can be tailor-made for their specific application. In their business relationship, CTD **has a high degree of professional awareness** and is caring about the partner requests.

• • • THE AREAS OF IMPROVEMENT

Unlike CTD's employees and managers, the sales partners **don't think that CTD is a flexible company**, that is reactive, fast and efficient.

These feedbacks can be explained by the **issues with the lead time and the time scale delivery** as well as the **prolonged response time and degree of reactivity** about the external request.

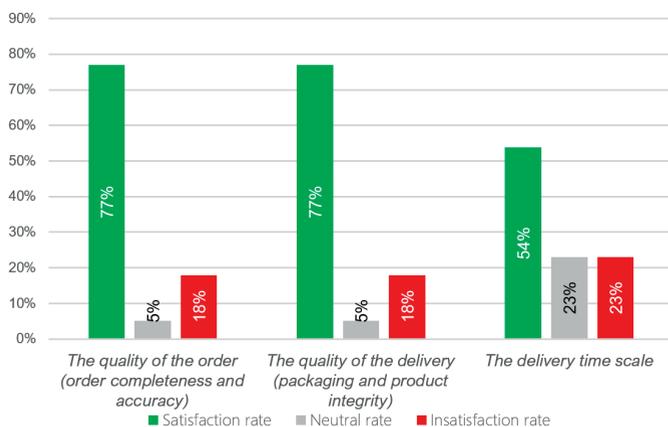
CTD PRODUCT

• • • THE PRODUCT WITH A HIGH LEVEL OF QUALITY

The CTD's products are considered as **high-quality products by 91% of the partners**. We had an augmentation of 10% of satisfaction rate since 2014. This feedback confirms with the results of the employees' survey. Indeed, **92% of employees** consider that CTD has quality products with good performance and reliability. They believe that this high level of quality is an integral part of the brand DNA of CTD.



CTD SERVICE



• • • FOCUSED ON DELIVERY

Overall, **77% of the partners** are satisfied by the quality of the order and the quality of the delivery.

However, even though we have an improvement of the satisfaction rate about the delivery time scale (12% of satisfaction in 2014), **1 in 2 people are dissatisfied about the delivery time scale**.

It's very important to identify the issues and to improve their services because it is central in the customer satisfaction and in the choice of the partner by a client.

Since this report we have now put a dedicated OTD team in place to work through the issues and continue to come up with solutions and increase the successful delivery rate.