

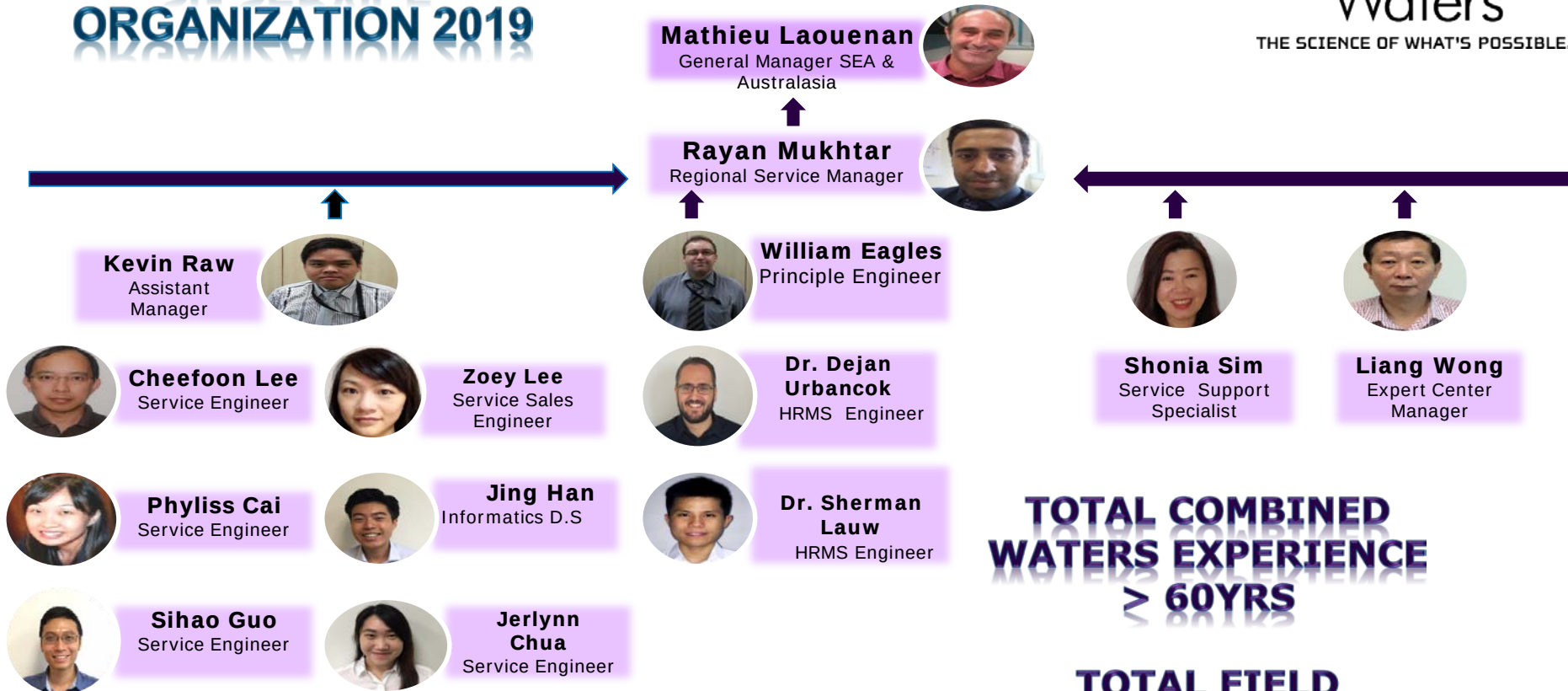
Customer Experience Excellence

Rayan Mukhtar
Regional Service Manager
South East Asia

Feb 18th, 2019

SG SERVICE ORGANIZATION 2019

Waters
THE SCIENCE OF WHAT'S POSSIBLE.®



**TOTAL COMBINED
WATERS EXPERIENCE
≥ 60YRS**

**TOTAL FIELD
EXPERIENCE ≥ 100
YRS**

PROFESSIONAL SERVICES

Waters
THE SCIENCE OF WHAT'S POSSIBLE.®

INFORMATICS PROFESSIONAL SERVICES



ANALYTICAL PROFESSIONAL SERVICES



CUSTOMER EDUCATION SERVICES





Regional Service Manager: 19 yrs,
Core Products, MS Systems



Assistance Manager: > 6 yrs, Core
Products, MS Systems



Principle Engineer: 18 yrs Core
products, MS Systems



FSE: 10 yrs, Core products ,
UPC2/ SFC systems, MS systems



Expert Center: 6 yrs, Core
Products , Agilent systems



FSE: >4 yrs, Core products, MS
systems



Service Sales Executive >3 yrs



Service Sales Executive: >3 yrs,
Core products, MS systems



FSE: >2 yrs, Core products



Informatics Specialist > 2yr



FSE > 1 yr

Core products, HRMS Systems



FSE: >1 yrs, Core products



FSE: <1 yrs, Core products, HRMS

CUSTOMER SERVICE AWARD 2018



It is a great honor to announce Waters Global Services is a recipient of the 2018 Confirmit ACE Award, reinforcing our dedication to customer experience excellence. We have tailor-made our customer program alongside Confirmit, and have consistently added value to our business.

As a recipient of the Confirmit ACE Award, Waters Global Services has demonstrated unprecedented application of our Voice of the Customer program and our continuous drive to improve the customer service experience. We earned the Confirmit ACE Award based on our Waters Field Service - Worldwide Email Survey Results. We have consecutively earned recognition since 2001 for providing best-in-class technical knowledge, issue resolution, and process support. Our results continue to improve throughout the years, as noted below.

Thank you for your continued hard work and dedication. The ACE Award is motivating us to progress our program even further such that our company will maintain customer service excellence.

NET PROMOTER SCORE,

Waters
THE SCIENCE OF WHAT'S POSSIBLE.®

2015



2016



2017



2018



WATERS SCORE CARD,



WATERS GLOBAL SERVICES BALANCED SCORECARD SINGAPORE

09 January 2019

Operational Excellence

Key, Plan & Warranty Customers

		Target		YTD
Expert Center Fix Rate	%	15.0%	●	11.3%
Time to First Call Back	in 1h	85.0%	●	93.3%
Time to Arrival	in 2 days	85.0%	●	93.8%
	over 5 days	10.0%	●	3.7%
Time to Service	in 3 days	50.0%	●	53.8%
	over 10 days	20.0%	●	20.0%

Waters
THE SCIENCE OF WHAT'S POSSIBLE.®