

Exceptional customer satisfaction revealed in BPC's annual survey

BPC Instruments AB ("BPC" or the "Company") is proud to announce the results of its annual customer survey, demonstrating another year of exceptional levels of customer satisfaction. The survey, conducted in December 2023 with nearly 900 global customers, revealed that 95 percent of respondents rate BPC's customer support as 'very satisfied' or 'satisfied'. Additionally, the Company received high praise for product quality, user-friendliness, delivery reliability, and the likelihood of being recommended to other potential users.



CEO Dr. Jing Liu comments:

"Once again, our latest customer survey has yielded high ratings, with 92 percent expressing overall satisfaction with BPC's products and services. Equally exciting is the fact that 92 percent of respondents are likely to recommend our offerings, serving as a testament to the hard work and commitment of the entire BPC team. Additionally, it is truly encouraging to witness the alignment between our core values of quality, innovation, and sustainability and the aspects that our customers appreciate most about BPC, reinforcing our commitment to upholding these principles throughout our business operations."

Company news
2024-01-30

BPC's commitment to providing high-quality products, user-friendly experiences, and accessible technical support has resonated with its customers, with 92 percent of respondents expressing overall satisfaction with the Company's products and services. The annual BPC customer survey was conducted during December 2023 with close to 900 customers globally. High-quality products, user-friendliness, software features, and quick access to technical support are what BPC's customers value most. The survey also highlighted positive feedback in areas such as product training, warranty coverage, and the professionalism and friendliness of BPC's customer support team.

BPC values the feedback received from its customers and views it as an opportunity for continuous improvement. The insights gained from the survey, combined with the open feedback provided, will guide BPC in enhancing its products, and operations, and the improvement of existing and development of next-generation analytical instruments. The Company extends its gratitude to each customer who participated in the survey, as their contribution is invaluable in BPC's mission to remain the preferred choice for industrial and academic clients worldwide.

For more information regarding BPC Instruments, please contact:

BPC Instruments AB
Dr. Jing Liu, CEO
Tel: +46 (0) 46 16 39 51
E-mail: lr@bpcinstruments.com

About BPC Instruments AB

BPC Instruments is a global Swedish-based pioneering technology company developing and offering analytical instruments enabling more efficient, reliable, and higher quality of research and analysis for industries in renewable bioenergy and environmental biotechnology. The result is not only higher accuracy and precision, but also a significant reduction in time consumption and labour requirement for performing analysis. BPC Instruments' innovative products offer high quality hardware and software based on deep knowledge and experience of target applications. The solutions are the first of their kind, making the company a pioneer in its field. Today, BPC Instruments exports to nearly 70 countries around the world. BPC is listed on the Spotlight stock market in Sweden. For more information, please visit BPC's webpage: www.bpcinstruments.com