

HONEYWELL **CUSTOMER** **SATISFACTION** **PROGRAM**

Consultative analysis that allows for ongoing optimization of your operations. For continued success and increased satisfaction.

Voice Automated Solutions

A woman with curly hair, wearing a light blue button-down shirt and a black Honeywell headset, is shown in profile. She is holding a white rectangular box. The background is a blurred warehouse setting with wooden pallets and metal shelving. The Honeywell logo is visible on the side of her headset.

Honeywell

OUR SUCCESS IS BUILT UPON YOUR CONTINUED SATISFACTION.

KEY PROGRAM HIGHLIGHTS

Best Practice Site Analysis —

Taking a step back from your day-to-day operational activities is never easy. Honeywell can help. Our team can assist you in facility evaluation efforts that can find new opportunities to enhance your results. A Honeywell Best Practice Site Analysis is a review of your actual workflow processes and how they compare to best practices. However, our audit goes well beyond just your voice-based processes. Because we believe that every action you take in your facility creates a reaction elsewhere in your facility, we perform a door-to-door analysis of all of your DC processes. The intent of this program is to fully optimize your operations, maximize your effectiveness, strengthen our relationship, and increase your satisfaction with your Honeywell solution.

Educational Review —

Our team will finish the evaluation process by providing our analysis review with recommendations for positive change. At the same time, we'll provide an update on our products and road maps with the intent to keep our customers aware of our vision, existing products, planned products and timelines.

THE CUSTOMER SATISFACTION PROGRAM (CSP) FROM HONEYWELL HAS A FEW SIMPLE GOALS:

1. Help make our Honeywell users more successful.
2. Increase our focus on customer satisfaction.
3. Provide a structured program with ongoing management visibility and continuity.

The Honeywell Customer Satisfaction Program provides a methodology and framework to maintain and improve user communications, increase customer relationships, help foster ongoing value through best practices optimization, provide workflow process improvements, and offer enhancements to existing technology deployments.



CSP ENGAGEMENT PROCESS

To ensure our engagement with customers is managed most effectively, we have created the following five-step process:

1. Identifying qualified Honeywell customers

Your local Honeywell team, Honeywell partners, or a combination of both will identify the appropriate customers who might benefit from this engagement.

2. Communicating and scheduling best practice site analysis

The Honeywell team will contact identified customers and communicate the opportunity to schedule a Best Practice Site Analysis. This one-day audit is available at no cost; participants receive a comprehensive assessment of their existing supply chain environment with suggested considerations and the value proposition for each of those considerations.

3. Complete pre-site visit interview

We begin with interviewing the customer prior to our on-site visit. We do this with the intent to gain some history and knowledge in order to maximize our time on-site. Some of the key components needing agreement and clarification include:

- Is the solution still operational and performing in line with expectations? Are there opportunities to improve it?
- Understand any specific issues or challenges confronting your organization.
- Understand what has changed since the voice solution was deployed.
- Review the resources required for a site analysis.
- Understand the rest of your supply chain, identifying where challenges exist today. Are they operational, physical or technology-based?
- Review operational “as-is” beyond voice solutions.

4. Warehouse walk-through performed

The Honeywell CSP Team performs the warehouse walk-through with the customer and gathers key data to be used to create a comprehensive review.

5. Site analysis review and next step planning

The CSP Team delivers the results of the warehouse walk-through with the customer. This report baselines the current operations and explores places where operations could be enhanced. Often, these challenges can be addressed in a multitude of ways; thus, we partner with the customer to discuss the impact of each recommendation to help them choose the right alternative solutions for their organization. As a part of this review process, our team also will provide visibility and discussion centered around our products and road map so that you are fully apprised of your options and our offering, and can provide input into our proposal.



TO FIND OUT HOW THE CUSTOMER SATISFACTION PROGRAM CAN IMPROVE YOUR HONEYWELL SOLUTION AND HELP YOU RUN A BETTER BUSINESS, CONTACT YOUR LOCAL HONEYWELL REPRESENTATIVE TODAY.

For more information

www.sps.honeywell.com

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Voice Customer Satisfaction Brochure A4 | Rev A | 07/21
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