



THROUGH THE CLIENT'S EYES

SIBUR has completed its annual customer satisfaction survey.

Jointly with GfK Rus, an international social and marketing research institute, SIBUR conducted the annual customer satisfaction survey. The research done in January–February 2017 provides partners' feedback and reviews on the Company in general and on select aspects of its operations, including SIBUR's product offering, team, technical support, logistics services, contractual support, and commercial offers.

SIBUR's business units are currently analysing the survey results to come up with an action plan for improving the internal processes based on the comments received from the survey respondents.

SIBUR takes this opportunity to thank all the contributors to the survey.

We are confident that this feedback will help SIBUR bring about further improvements to the benefit of our customers.

