

Customer Satisfaction Vantage Achieves an Unparalleled Customer Satisfaction Rating

Vantage Technology is certified to ISO 9001:2000. This Quality Management System requires us to measure customer satisfaction. Without question this requirement speaks to the core of the Vantage philosophy of customer service excellence.

The Standard

One of the key principles of ISO 9001:2000 is customer focus. An organization that successfully meets customer's requirements benefits not only the customer but the organization as well. Section 8.2.1:

As one of the measurements of the performance of the quality management system, the organization shall monitor information relating to customer perception as to whether the organization has met customer requirements. The methods for obtaining and using this information shall be determined.

Vantage takes this very seriously.

- Our customers demand a safe product. Our third-party certifications with UL, CSA, and ATEX assure them of that.
- Our customers demand reliability. Testing to 12,000 mating cycles and an industry leading forty-year safety record assure them of that.
- Our customers also demand service...

Service

Hazardous Locations are complex and varied. There are diverse safety schemes such as Divisional in North America and Zonal in Europe. Furthermore, each industry has its own special requirements, and every installation has its own unique challenges. More often than not our clients require more than just a website and a catalog.

Professional and timely responses before and after the sale keep our customers on top of their projects.

We listen. Selecting the right product allows a project to perform safely while providing decades of reliable performance. We also encourage dialog. Vantage knows that the perfect product *solution* will enhance the project.

Vantage understands that when our customers give us challenges we are really being given the opportunity to learn and grow.

Findings

Analysis of data from our ongoing measurement of customer satisfaction shows that our products and level of service meet or exceed our customers' requirements. Proactively collected feedback as well as anecdotal evidence provides us with an appreciation for what's important to our clients.

We take what we learn from our analyses and reinforce customer requirements throughout the organization. From ongoing formal training to a simple company mantra that we embrace, customer satisfaction is our focus.



Vantage is ISO 9001:2000 certified
by Det Norte Veritas, DNV

Moving Forward

We won't rest on our laurels. Our commitment to continuous improvement assures both our employees and our customers that we will be here into the next millennium stronger and better able to serve.

Let us know how we are doing. Call, write, or drop us an email. Talk to us. We need to keep listening.



Vantage connectors carry more third party product certifications than any manufacturer. Our proven history of service, safety, and reliability make us the premier manufacturer of connectors for hazardous locations and extreme environments.