

Keysight Technologies

Customer Satisfaction Survey

Keysight's Customer Satisfaction Survey continually monitors the quality of customer interactions to improve your overall experience with Keysight

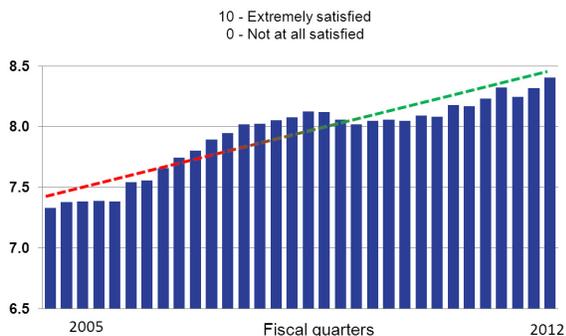
Keysight Values Your Feedback

Keysight knows you expect a consistent quality experience—whether exploring our website for product information, discussing an application with an engineer, or having a product serviced. Your feedback via our Customer Satisfaction Survey helps us continually improve and provide you with products, services, and interactions of the highest quality and greatest value.

Why Participate?

- Designed with you in mind, it's an opportunity to tell us what you think is working, what isn't, and how we can improve.
- Your feedback is reviewed by all levels of Keysight management.
- If you request follow-up, Keysight will contact you.
- We identify areas for improvement and take action quickly and effectively—and as a result, Keysight customer satisfaction continues to rise.

Keysight Customer Satisfaction



How Does the Survey Work?

After your face-to-face, phone, email or online interaction with Keysight, you may be invited to participate in the online survey:

- First, you will receive an email invitation from Ron Nersesian, Keysight's President and CEO.
- Invitations are limited to no more than once every six months.
- The survey takes 10-15 minutes to complete.
- Results are transferred to a third party agency which guarantees objectivity and data reliability.
- You may choose to remain anonymous.
- Keysight receives feedback, identifies improvement opportunities, and implements corrective action plans.

Taking Action!

Keysight wants to earn your confidence, by sharing with you how we resolved an issue or why we can't. If we can't resolve your issue immediately, then we take action!

- We assign a single owner to manage the issue.
- We mobilize the experts and process owners.
- The team outlines a course of action.
- They identify the root cause and initiate corrective action.
- We follow-up with you personally if you desire.