Customer Satisfaction

Survey Frequency	A customer satisfaction survey is conducted semi-annually.
Sampling Method	Fifty, including 30 domestic buyers and 20 overseas buyers, from the top one hundred buyers by purchasing quantity are surveyed during the H1 and H2 of each year.
Contents and Results	In 2021, all aspects were above the "satisfied" level, and up to 98.9% of investigation feedback for investigations in the year was either "highly satisfied" or "satisfied", achieving the 2021 target (≧ 94%). The charts below show the survey results in "comparison with other suppliers" and "comparison with the previous year performance" in the past three years. Note: "5" for highly satisfied; "4" for satisfied; "3" for fair; "2" for unsatisfied; and "1" for highly unsatisfied.