

62,8%

of respondents said that our **quality-price ratio is better** than our competitors.

„Cost level could be more **customer friendly**.“

„Feels like Brandner's pads can handle rougher **soldering** than certain Chinese boards.“

„There has been very **seldom** reasons to reclamate in the past and today so I suppose you have been able to **keep your quality high** enough.“

„You **don't need** to be the **cheapest**.“

„Generally **good** quality .“

„You are **excellent** at technical support. I sometimes use your services, because you have excellent **tech support** even if your price is higher...“

84,8%

of respondents said that our
lead time is better
than our competitors.

„Production **speed** has been good, also in
express deliveries when required.”

„Your response time is very **good**. ”

„You are often not the best price but the
fastest. ”

„One board was delivered in wrong thickness.
Mistake was **corrected** quickly, though.
Otherwise no problems. . ”

„Has always been **on time** :) ”

39,3%

say they use our web source
Design Rules quite often.

The same goes for our
Production capabilities.

But as much as

62,3%

did not know about our
V-Cut Calculator.
Were you amongst them?

Take a look!



20,7%

said that our salespersons could be **more flexible** in technical problems handling or having better **communications** skills.

And

15,5%

admit they would like to **benefit from** our **experience** in form of blog, vlog or webinar.

„I want to note that the Sales Department began to work **very well**.“

„As a whole, very **good** service. However, when I as an external consultant have worked at XX, the delivery contact information and invoicing references didn't work always too **perfectly**. On the other hand, I am not any more handling directly the orders for XX, either, but my impression (is) the routines work **better now**.“

„It is crucial, for us, a **perfect understanding** of our requirements. That implies **great attention** to the communication. But, so far so good. We are really pleased with your **commitment** to our satisfaction.“

„Webinars.“ „ Design **rules** with pictures.“

81,4%

of respondents said that their overall opinion about us was **somewhat better** or **significantly better** than our alternatives.

This is a **trust** we are honoured to bear, so we are **happily** giving all

100%

in **striving for excellence** daily.

„Everything is **OK** for us, thank you.”

„A couple of minor technical issues have caused a delay or two. Generally **good** and punctual! Some times delivered even a day ahead the given date. ”

„If a **real speed** is needed I am **glad** to see things moving really fast. I started designing a board on Thursday and next Tuesday this board was in Poland already, installed into device and **working properly**. It is impossible to be more **efficient** :)”