

**JMC Corporation**

HEAD OFFICE & PLANT : 71, IJIN RO, ONSAN EUP, ULJU GUN, ULSAN, 44998, SOUTH KOREA  
SALES OFFICE : 3F, 571 GONGHANG DAERO, GANGSEO GU, SEOUL, 05760, SOUTH KOREA

**JMC Customer Satisfaction Survey (2022)**

Thank you for giving us the opportunity to serve you better. Please help us by taking a few minutes to tell us about the service that you have received this year. We appreciate your business and want to make sure we meet your expectations. Please answer and send the completed document to your main contact point. You can also answer using [Google Forms](#).

Sincerely,

Jerry Kim  
Overseas Sales Team  
JMC Corporation

1. Which products of ours do you use?

- BCMB
- Sodium Saccharin / Insoluble Saccharin
- Sulfur Products - OPTSA/PTSA/PTSC
- Other: \_\_\_\_\_

2. Please answer on a scale of 1 – 5

	Poor 1	2	3	4	Excellent 5
How do you rate JMC's quality of packaging and labeling?					
How do you rate JMC's quality of documentation? (Including shipping documents and quality documents)					
How do you rate JMC's delivery reliability?					
How do you rate JMC's product quality?					
How do you rate JMC's service?					
How do you rate the price of JMC products?					

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3. Please let us know any inconvenience you have experienced with any of the above issues (such as packaging and labeling, documentation, delivery reliability, quality of the product, service, and price).

(Please add an additional document if you require more space)

4. What are the most important items that your supplier (JMC) needs to be aware of?

Please tick all that apply\*

- Quality of the Product
- Quality of Packing and Labeling
- Quality of Documents
- Safe Supply
- Price
- Sustainability in Supply
- Corporate Social Responsibility (CSR)
- Ethics for Environment
- Ethics for Accounting
- Customer Service

5. JMC is a member of EcoVadis. Are you also aware that JMC acquired a Bronze rating from EcoVadis?

- Yes, I am aware that JMC is a member EcoVadis.
- Yes, I am aware that JMC is a member of EcoVadis and JMC acquired a Bronze rating.
- No, I did not know that JMC is a member of EcoVadis.
- I do not know about EcoVadis

Please let us know how you are currently receiving news/updates about JMC.

6. How do you receive updates about us? Please tick all that apply.

- Sales Representative
- Website
- Search Engine
- Social Media (Facebook/LinkedIn/Twitter/YouTube/Instagram)
- Other Company
- Other:

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7. How do you wish to receive future updates about us? Please tick all that apply.

- Sales Representative
- Website
- Social Media (Facebook/LinkedIn/Twitter/Instagram/YouTube)
- E-mail newsletter
- Other: \_\_\_\_\_

Social Media Updates – JMC has 5 different Social Media accounts.

[Facebook](https://www.facebook.com/JMCFinechem/) - <https://www.facebook.com/JMCFinechem/>

[LinkedIn](https://www.linkedin.com/company/jmccorporation/) - <https://www.linkedin.com/company/jmccorporation/>

[Instagram](https://www.instagram.com/jmcfinechem/) - <https://www.instagram.com/jmcfinechem/>

[Twitter](https://twitter.com/JMCFinechem) - <https://twitter.com/JMCFinechem>

[YouTube](https://www.youtube.com/@jmcfinechem) - <https://www.youtube.com/@jmcfinechem>

8. Did you know JMC has Social Media accounts?

- Yes
- No

9. Which platform do you prefer to hear about our recent news and updates?

- Facebook
- LinkedIn
- Instagram
- Twitter
- YouTube

10. Please leave any opinion or comment for us. It helps us to improve our service.

We highly appreciate your time and attention to JMC's customer satisfaction survey. We appreciate all your support in 2022 and do look forward to more in 2023.