For the past four years, over 70 percent of its worldwide customers have ranked Eastman as their number one supplier. On five factors customers...
believe are most important—product quality, product uniformity, supplier integrity, correct delivery and reliability—Eastman has been rated outstanding for the past seven years. Shipping reliability consistently has been near 100 percent for the last four years. Since 1982, Eastman has received 97 awards from its customers.

The company's no-fault return policy on its plastic products is a direct result of Eastman's extensive customer surveys. Believed to be the only one of its kind in the chemical industry, the policy states a customer may return any product for any reason for a full refund.

Customers have easy access. For example, through "1-800-EASTMAN" customers can contact virtually anyone in the company, including company president Earnest Deavenport, 24 hours a day, seven days a week. Daily volume on the number is more than 3,000 calls, which operators answer by the second ring. On-line, telephone-accessible technical databases also are available 24 hours a day. Other company-wide databases help Eastman Chemical track customers' preferences, future requirements, concerns and expectations as well as complaints. All employees are trained to gather complaint information and enter it into a company-wide database. Customer advocates follow up and resolve the complaints. A Customer Interface Core Competency Team monitors and detects changes in customer satisfaction measures, determines root causes and develops ways to improve.

In addition to its strong customer ties, Eastman is equally proud of its community links and has made environmental concern a top priority. Eastman helped to develop and has adopted the Chemical Manufacturers Association's "Responsible Care" principles which require member companies to assume responsibility for public health, safety and environmental protection in everything they do. In addition, all of Eastman's sites have citizens' advisory panels to discuss community concerns and a 24-hour hot line is available for citizens to voice concerns.

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