

## Kewaunee Scientific Corporation India Pvt. Ltd. receives 'Active Customer Engagement Award'

Kewaunee India Team was honoured by CII with the "Active Customer Engagement" award as part of "CII Award for Customer Obsession -2016" in the inaugural edition held on June 16, 2017, at New Delhi. Kewaunee received this honour in the category "Large Business Organization – Manufacturing Sector".



Mr. S.B. Gopal (National Manager) & Mr. Sasi Kumar B. (Relationship Catalyst – Kewaunee Global Customer Support) are shown receiving Award from Mr. R.C. Chaudhary, Hon'ble Minister of State for Consumer Affairs, Food & Public Distribution, Govt. of India.

"I and the entire Kewaunee organization are very proud of our team in India and their accomplishment in receiving this very important and prestigious award. Kewaunee and our international team are continually focused on meeting and exceeding our customers' needs and expectations, as this award demonstrates". David M. Rausch, President & Chief Executive Officer, Kewaunee Scientific Corporation, USA.

"We are delighted to receive **CII Customer Engagement Award** competing against the best companies in India across all industries, it strengthens our belief in our organizational value to keep our customers first in all our business process," B. Sathya Murthy , Vice President & Managing Director (International Operations), Kewaunee Scientific Corporation.

Recognitions were based on the assessment made by a team of qualified judges from CII. A comprehensive, rigorous assessment process was designed in line with internationally practiced process. The assessment process involved submitting a detailed application document as per the Model Criteria. Based on the outcome of the macro level assessment clearance, onsite assessment has been carried out to further evaluate the maturity of practices and performance, in line with the requirements of the framework.

Founded in 1906, Kewaunee Scientific Corporation, NC, USA is a market leader in laboratory infrastructure products worldwide. Kewaunee Scientific Corporation India is a 100% subsidiary and market leader in laboratory infrastructure space in India has been setting up bench marks in innovative products and project delivery programs. While Kewaunee's CFSP (Customer Facility Support programs) is well recognized in the industry, recently launched KGCS (Kewaunee Global Customer Support) program which identifies the top 100 customers of Kewaunee in India and custom design the support program for each customer is aimed at enhancing and personalizing Customer experience. Kewaunee continues to challenge its team and process for a superior customer service management programs. Competing against the heavy weights in entire Indian Industry and being recognized by CII is the proof to Kewaunee's commitment to Indian customers.