



## Press Release

### Six 9s Conducts Customer Satisfaction Survey in German

**Scottsdale, Arizona, March 1, 2011** – In late 2008, H.C. Starck retained Six 9s Customer Research (Six 9s) to establish a systematic approach to understanding how well the organization is performing in the eyes of customers. The intent is to not only understand and increase the level of customer satisfaction and to see the effects of the various corrective actions and changes made in response, but to also see a resulting increase in market share in H.C. Starck's core businesses.

This year Six 9s is conducting H.C. Starck's Customer Satisfaction Survey in German resulting in significantly higher survey participation by German speaking customers.

#### **About H.C. Starck, Inc.**

H.C. Starck with plants in Hermsdorf, Germany; Calne, England; China; and North America is a leading supplier of specialty medals, alloys, and powders to the electronics, medical, radiation, and aerospace markets.

For more information about H.C. Starck visit [www.hcstarck.com](http://www.hcstarck.com).

#### **About Six 9s Associates, Inc.**

Six 9s is a full-service, customer research firm that plans, designs, and conducts customer satisfaction, customer service, and customer requirements assessments and surveys. The results help clients achieve success by delivering powerful and actionable information about their customers and markets. Founded in 2001, Six 9s is headquartered in Scottsdale, Arizona.

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***For Immediate Release***