

July 2018

DEAR CUSTOMER OF METSO

Thank you very much for your participation in Metso's global customer satisfaction survey conducted in late 2017. We were delighted to receive over 4600 responses from our customers around the world.

According to the feedback, you, our customers strongly value the high quality of our products, the expertise of our employees and our solution-oriented attitude to issues you face. We are proud that the foundation for our business success is strong and represents a unique base to build upon.

We want to deliver you the best service in our industry

During spring 2018, our business management carefully analyzed the feedback, and special attention was given to your concerns and improvement ideas. We recognize that to deliver the best service in our industry, we need to enhance our operative processes around quoting, delivery and proactive communications. To address this, we have started several initiatives looking at improving inquiry to quote times, reducing product lead times for key products, increasing our on-time delivery percentage, and communicating with you better. These should over the next year, start delivering the industry leading service for which we aim.

Successful business for you as our customer, and for Metso as your trusted partner, is at the end about people and continuous endeavors to be every day better in everything we do. Our values – *Driving customer success, Seeking innovations, Performing together and Respecting each other* – and Code of Conduct form a uniform foundation for all our business operations and work assignments.

In order to know how we succeed in reaching our service targets, we will start a systematic customer experience measurement program and will come back to you regularly to ask your views. Your input is extremely important to us.

I thank you for your trust. We will strive for excellence in fulfilling your expectations.

In case you have any questions, please do not hesitate to contact us at Metso.

Yours sincerely



Eeva Sipilä
Interim CEO and CFO
Metso Corporation