



PHILIPS

Customer services

Service results



Earning your **trust** every day
You can count on us

Philips ranked #1 in Overall OEM Service Performance for imaging systems, patient monitoring, and ultrasound.

Every day your patients count on you. And every day you can count on us. How are we doing in the areas that matter most to you? Recent results from the independent 2016 IMV ServiceTrak™ survey¹ give additional insight about how Philips is meeting customer needs and expectations. Customers again ranked Philips #1 in key service areas. These results are important to us because they're important to you. They demonstrate the value we bring to you and your patients every day.



IMV ServiceTrak™
Study

Bringing our **best for you**

Service delivered with heart

For the second year in a row, Philips' dedication to distinctive service and system performance is recognized by **2016 IMV ServiceTrak with #1 rankings** across 28 cardiovascular categories.²

We believe in helping you deliver excellent care to more patients at a lower cost, and our #1 ranking across multiple categories in **patient monitoring** and in **imaging systems** (including **ultrasound**) demonstrates that daily commitment. Please refer to individual survey reports for the extensive list of subcategories in which Philips ranked #1.¹

Philips continues to rank highest in image quality for both imaging and ultrasound systems. Reliable image quality saves valuable time, optimizing your staff to focus on patient care.

Commitment to design and innovation

In 2016, Philips escalated to **#1 in the international iF ranking** for design,³ one of the oldest and most important design competitions in the world. The 48 design awards won by Philips reflect the increasing importance of communication, concept and service design.

Philips' design excellence was recognized with 37 prestigious Red Dot awards in 2016. Included is the **"Red Dot: Best of Best"** award for Lumify Ultra-Mobile Ultrasound solution.

Philips received **2016 Best in KLAS**⁵ prestigious recognition for our breadth of ultrasound solutions, spanning diagnostic, interventional, point-of-care and software products. The award recognizes Philips' commitment to expanding applications for ultrasound, developing a broad portfolio of innovations to provide the right information for more confident diagnostic decision support.

Dedication to sustainability

Philips achieved the status of Industry Group leader in the Capital Goods category of **2016 Dow Jones Sustainability Index**.⁶ A record score of 92/100 and Best in Class score in Environmental and Social Dimensions underlines an ongoing commitment to sustainability as an integral part of our business practices.

By teaming up with Philips to take care of your systems, you can keep your focus where it matters: delivering better care to more people at a lower cost. We're here to deliver innovation that matters to you.



#1 overall OEM training program for patient monitoring, imaging systems, and ultrasound.

24 consecutive years ranked #1 in ultrasound.

81 categories ranked #1 across patient monitoring, imaging systems, and ultrasound.



About the ServiceTrak™ survey

IMV Limited is an independent healthcare research company with more than 20 years of experience in analyzing the medical imaging, clinical diagnostic, and instrument markets. ServiceTrak™ is one of the most recognized and trusted annual surveys in the healthcare industry. Participants are drawn from a randomized database of US hospitals and imaging centers. The 2016 ServiceTrak Patient Monitoring Systems report is based on data collected from 758 respondents. The 2016 ServiceTrak Imaging All Systems report is based on the feedback of respondents using approximately 5,733 imaging systems including ultrasound. Ultrasound respondents alone totaled 1,923.



Philips customer services is service that works for you. Visit www.philips.com/commitment

1. Results are based on IMV ServiceTrak survey data Jan–Dec 2016.
2. Based on data from 2016 IMV ServiceTrak X-Ray Cardiovascular Systems survey.
3. The design awards for Philips can be found under companies at <http://ifworlddesignguide.com>.
4. A listing of Red Dot award winners can be found at <http://en.red-dot.org/>.
5. The complete 2016 Best in KLAS: Medical Equipment Report can be found at <http://www.klasresearch.com>.
6. The Dow Jones Sustainability Index can be found at <http://www.djindexes.com/sustainability/>.

