



Haemonetics Honored for Delivering 'World-Class' Customer Service

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Receives Omega's prestigious NorthFace ScoreBoard Award(SM) for exceeding customer expectations

BRAINTREE, Mass., April 29, 2016 /PRNewswire/ -- Haemonetics Corporation (NYSE: HAE) announced today that it has received the [NorthFace ScoreBoard AwardSM](#) from [Omega Management Group Corp.](#) in recognition of achieving excellence in customer service and support in 2015. This marks the sixteenth consecutive year that Haemonetics has earned this high honor. Since 2000, the award has been presented annually to companies who, as rated solely by their own customers, exceeded expectations in customer satisfaction during the prior calendar year. Omega is an expert in customer experience management (CEM) strategy, and helps companies boost revenue and profits by consistently exceeding customer expectations for service quality.



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"The NorthFace ScoreBoard Award recognizes organizations who not only offer exemplary customer service, but who also center their existence on a deep commitment to exceeding customer expectations," said John Alexander Maraganis, president & CEO of Omega. "In 2015, more than 275 projects, many international in scope, were judged from scores of companies based in the U.S. and abroad. The majority of companies are repeat recipients, which shows that, despite the tough economy, implementing a CEM strategy is a reliable, proven way to achieve business success."

"Haemonetics takes great pride in striving to exceed our customers' needs every single day," said Ron Gelbman, CEO of Haemonetics. "Earning this award for the sixteenth year in a row is testament to our Global Service & Support department's focus on delivering an exceptional customer experience. We extend gratitude to our customers who have shared their vote of confidence, through this award, in our ability to strategically partner with and support them."

Omega's methodology measures customer satisfaction and loyalty levels on a 5-point scale (or equivalent) four times during the year in such categories as technical support, field service, customer service, and account management. NorthFace ScoreBoard Award recipients are companies who, based solely on survey responses from their own customers, achieved a 4.0 or above out of a possible 5.0.

"Due to its unique 'customer-only vote' criteria, the NorthFace ScoreBoard Award has been viewed from its inception as the only objective benchmark for excellence in customer service," Maraganis said. "Our research indicates that companies that consistently achieve a 4.0 rating or above, which we call the 'Loyalty Zone,' are succeeding in locking in profitable, long-term customer relationships, and this significantly raises the bar on their competitors."

About Haemonetics

Haemonetics (NYSE: HAE) is a global healthcare company dedicated to providing innovative solutions for our customers. Together, our devices and consumables, information technology platforms, and consulting services deliver a suite of business solutions to help our customers improve patient care and reduce the cost of healthcare for blood and plasma collectors, hospitals, and patients around the world. Our technologies address important medical markets: blood and plasma component collection, the surgical suite, and hospital transfusion services. To learn more about Haemonetics, visit our web site at <http://www.haemonetics.com>.

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SOURCE Haemonetics Corporation

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