



bioMérieux Receives Multiple High Ranking Recognitions for Outstanding Service Performance

DURHAM, N.C. – September 25, 2019 — [bioMérieux](#), a world leader in the field of *in vitro* diagnostics and infectious disease management, is pleased to announce the recent awards given to the U.S. Service Operations organization for recognition of the company's outstanding service performance. The acknowledgments, presented by three different organizations, identified common themes of excellence within the service organization – quality, customer satisfaction and overall customer experience.

In two years, bioMérieux has increased its Net Promoter Score (NPS) for U.S. by 10%. This data has been captured by PRAXIS, which holds 20 years of experience in customer satisfaction management. Customers contacted by PRAXIS participated in a phone interview providing them an opportunity to rank bioMérieux on a range of different satisfaction topics.

In early August, IMV, ServiceTrak™ Awards were presented to bioMérieux during the 71st AACC Clinical Laboratory Expo. bioMérieux first won these five awards in 2018 and received all five of them again this year. The five awards are:

- Identification & Antibiotic Susceptibility Testing
 - Best Customer Satisfaction
 - Best Service
- Blood Culture
 - Best Customer Satisfaction
 - Best System Performance
 - Best Service

Service 800 had previously awarded bioMérieux for 15 years of consistently high performance in customer experience metrics. Service 800 has been measuring service quality, customer satisfaction and customer loyalty for more than 25 years. bioMérieux was recently awarded again for 20 years of steady commitment to Customer Experience excellence at Service 800's annual 2019 conference.

In addition to the service excellence dedication and commitment of bioMérieux's Customer Support Operations organization, bioMérieux has also invested more than 20 years of business communications training for its Service staff. The training focuses on identifying needs, creating valuable support services, promoting bioMérieux products and striving to always exceed customer expectations.

"Providing customer service excellence is an ongoing journey, said Dan Biondo, Vice President, Customer Support Operations, AMERICAs, bioMérieux, Inc. Our U.S. Customer Support Operations team continually strives to elevate the experiences that we can provide to our customers. We are committed to helping them better support their

patients and customers as part of their day to day operations. The increased NPS score is a testament to the entire company and their continuous improvement efforts. We are very honored to have been recognized with these awards and performance rankings from our customers.”

bioMérieux has built a world-class reputation in diagnostics and microbiology. It is leading the fight against Antimicrobial Resistance and believes that Antimicrobial Stewardship starts with diagnostics. In fact, 80% of bioMérieux products are utilized to combat the threats of Antimicrobial Resistance. bioMérieux continues to demonstrate excellence in customer service by offering an innovative partnership that includes best-in-class products, consultancy and an unmatched analytics platform.

To learn more, visit <https://www.biomerieux-usa.com/solutions/total-service-solutions>.

About bioMérieux:

Pioneering Diagnostics

A world leader in the field of *in vitro* diagnostics for over 55 years, bioMérieux is present in 43 countries and serves more than 160 countries with the support of a large network of distributors. In 2018, revenues reached €2.4 billion, with over 90% of international sales. bioMérieux provides diagnostic solutions (systems, reagents, software, services) which determine the source of disease and contamination to improve patient health and ensure consumer safety. Its products are mainly used for diagnosing infectious diseases and some critical illnesses. Its diagnostic solutions are also used for detecting microorganisms in agri-food, pharmaceutical and cosmetic products.

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