



## Hypertherm Wins “Most Recommended by Customers” Award

**Roosendaal, The Netherlands — 23 March, 2011** — Hypertherm announces that it was nominated by Integron BV for its Customer Experience award in the category “Most Recommended by Customers” and won. Integron is an internationally recognized research firm specializing in customer satisfaction, employee satisfaction and user satisfaction research. The firm is a member of ESOMAR, a worldwide organization for market researchers, and MOA, the MarktOnderzoekAssociatie (Market Research Association) which is an association of companies and institutions which engage in marketing research and marketing intelligence.

Every two years Hypertherm executes a customer satisfaction survey in cooperation with Integron ([www.integron.nl](http://www.integron.nl)) to gain a better understanding of where the company is improving in the eyes of its customers and where it needs more focus. Integron executes hundreds of surveys each year and for the past two years they have organized the Experience Awards to recognize exceptional results. Integron compares the satisfaction scores of all surveys and nominates the top three companies with the best results in 12 different categories.

Hypertherm was nominated for the Customer Experience award in the category “Most Recommended by Customers” along with the companies Lapinus and CNC Grondstoffen. On the 17<sup>th</sup> of February, Integron held the award ceremony where the winners were announced.

“We were already very proud to have been nominated out of hundreds of other companies, but it is of course a truly great feeling to win!” said Theo Cornielje, European Director. “Focus on the customer is one of our core values so it is particularly gratifying that we were nominated and won in the category “Most Recommended by Customers. The results of the customer satisfaction survey are extremely important for us as they help us better understand where we can continue to focus our efforts; we are very proud that our customers are so loyal.”

To view all categories and award winners, please go to [www.belevingawards.nl](http://www.belevingawards.nl) or [www.integron.nl](http://www.integron.nl).

Hypertherm designs and manufactures advanced cutting systems for use in a variety of industries such as shipbuilding, manufacturing, and automotive repair. Its product line includes handheld and mechanized plasma and laser systems, consumables, as well as CNC motion and height controls and cutting software. Hypertherm systems are trusted for performance and reliability that results in increased productivity and profitability for tens of thousands of businesses. The company’s reputation for plasma innovation dates back more than 40 years, to 1968, with Hypertherm’s invention of water injection plasma cutting. The company has more than 1,000 associates along with operations and partner representation worldwide.

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