



# CUSTOMER SERVICE EXCELLENCE

## Benefits You Can Measure

For you, excellence isn't a promise—it's the experience you rely on every day. From on-time delivery to top-rated service, we provide the consistency and reliability your operation depends on.

### 99.61% On-Time

In 2025, Star achieved this milestone on more than 2,500 shipments. This accomplishment isn't just a number — it's the result of world-class product quality, exceptional order fulfillment, and a relentless focus on your satisfaction.

### 100% Supplier Scorecards

Every quarter, Star receives many "perfect" scorecards from our customers, designating our performance as 100%. They include: customers in the following industries: automotive and mobility, medical, packaging, electronics, appliances, controls, constructions, lighting, aerospace, military and industrial.

### Rated 5 out of 5 Customer Service

Based on our survey conducted in November 2025. Customers also rated us "outstanding" in categories including product quality, Star's order fulfillment process and overall customer satisfaction.



“Honestly, I think Star Plastics is the pinnacle of customer service” –

– Administrator at a manufacturer of plastic packaging products

“Star is a fantastic vendor! I wish all vendors were as responsive as Star”

– VP of Product Development for a manufacturer of electric enclosures

Overall, how satisfied are you with Star Plastics?

★ 4.8/5  
Average Rating

How would you rate the order fulfillment process at Star?

★ 4.9/5  
Average Rating

How do you rate the quality of your products at Star?

★ 4.8/5  
Average Rating

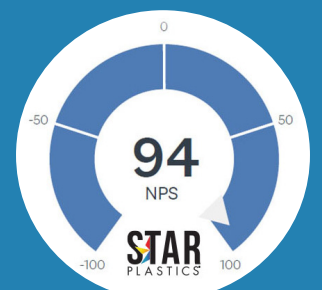
How do you rate the customer service experience from Star?

★ 5.0/5  
Average Rating

Results from Star’s 2025 customer survey

Net Promoter Score®

The Net Promoter Score measures the likelihood of your customers to recommend your business to friends and colleagues. In our 2025 customer survey, Star scored a 94, reflecting the percentage of customers who would recommend Star to their friends and colleagues.



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