

# CUSTOMER VALUE LEADERSHIP



## Best Practices Criteria for World-Class Performance



*Financial Performance*  
*Customer Acquisition*  
*Operational Efficiency*  
*Growth Potential*  
*Human Capital*



*Price/Performance Value*  
*Customer Purchase Experience*  
*Customer Ownership Experience*  
*Customer Service Experience*  
*Brand Equity*

## The company demonstrates a strong overall performance



Johnson Controls is recognized with Frost & Sullivan's 2022 North American Customer Value Leadership Award in the smart connected chillers industry.

With its comprehensive service model, maintenance becomes a shared responsibility, shaped through company-wide established key performance indicators and aligned with a robust framework. This proactive approach delivers significant benefits such as improved asset life and uptime, increased reliability (i.e., realizing a 50% downtime cut), and energy savings between 5% and 20%.

**- Dennis Marcell Victor,  
Industry Analyst**

**In the half-century since its founding,  
Frost & Sullivan has become a widely  
recognized leader in the growth  
consulting industry - A Global  
Growth Partnership Company.**

## Best Practices Award Recognition

Best Practices Awards recognize companies demonstrating outstanding achievement and superior performance. The Customer Value Leadership Award recognizes the company that offers products or services customers find superior for the overall price, performance, and quality.