

View what our clients are saying about our awards, their outlook of the India Auto industry and their strategy for improving customer satisfaction in their organization.



Mr Kenichi Ayukawa, Managing Director, Maruti Suzuki India Limited:

*"We are fortunate to be receiving the good guidance from J.D. Power. You deliver to us the customer's voice and we make an effort to improve on that."*

Mr Hironori Kanayama, President and CEO, Honda Cars India Limited:

*"Suppliers say that the market is not good but I say 'Why not? We still have over 2.5 million customers. What's wrong? Therefore, I'm very confident of this market."*

Mr Mahesh Kodumudi, President and Managing Director, Volkswagen India Private Limited:

*"J.D. Power is the crusader for the Voice of the Customer and we are thankful to J.D.Power that they are taking customer centricity to the next level."*

Mr Amit Saha, Director, India Quality, General Motors India:

*"It's a big motivation for us and for the employees... gives us opportunities for further improvement on the products to be the best in the segment"*

Mr Naomi Ishii, Managing Director, Toyota Kirloskar Motor Private Limited:

*"India has a bright future not only because of the size of the market itself but as a global supply base"*

Mr Koshy Varghese, Executive Vice President – Marketing, MRF India:

*"First, listen to the voice of the customer. Never take him for granted and whatever he says... tweak our product and our service and at the end, respect him because he is the reason for our business..."*

Mr Vinay Piparsania, Executive Director – MS&S, Ford India:

*"The J.D. Power Award means a lot to us and to our customers. The recognition of being the most dependable vehicle in its segment is truly a validation of us delivering on our brand promise."*

Mr Philip von Sahr, President – BMW India:

*"We have to be always customer-oriented.. especially in the luxury market. Every customer is very different and we have to meet the needs of the customer."*

Mr Rakesh Srivastava, Senior Vice President, Hyundai Motor India Limited:

*"They always bring in a very strong insight in terms of the input and customer expectations and the changing dynamics in the auto industry in India as well as in the world scenario."*

