

2023-2024 Annual Report 15 Key Highlights

Key Highlights



**20** Countries in 2023

Our operations span across 20 countries, with a significant increase in market penetration in emerging markets. We achieved a 30% growth in sales volume.



**80%** Customer Satisfaction

Our commitment to quality and service excellence is reflected in our 80% customer satisfaction rate. We have implemented several initiatives to enhance the customer experience and improve operational efficiency.



Operational Excellence

Through continuous innovation and process optimization, we have achieved operational excellence, resulting in a 15% reduction in production costs and a 20% increase in productivity.



Quality Assurance

Our rigorous quality control processes ensure that every product meets the highest standards of excellence. We have achieved a 95% defect-free rate, demonstrating our commitment to quality and customer satisfaction.



Innovation & Development

Our R&D team has successfully launched several new products, including our latest fragrance line, NEST Fragrance. This innovation has opened up new market opportunities and strengthened our competitive advantage.



Future Prospects

With a strong foundation and a clear vision for the future, we are well-positioned to achieve our long-term goals. Our strategic focus on innovation and operational excellence will drive sustained growth and success.

**Financial Summary**

Our financial performance in 2023 was strong, driven by increased sales and improved operational efficiency. We achieved a 15% increase in revenue and a 10% increase in profit margin.

Revenue	1) 5% increase in revenue 2) 15% increase in profit margin
Key Metrics	SGTC23010502 76: Sales Volume 51: Profit Margin 100: Customer Satisfaction 336: Revenue 446: Profit 98: Operational Efficiency
Operational Excellence	15% reduction in production costs
Customer Satisfaction	80% customer satisfaction rate
Operational Efficiency	20% increase in productivity
Quality Assurance	95% defect-free rate
Innovation & Development	Successful launch of NEST Fragrance

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