

**FOR IMMEDIATE RELEASE FOR FURTHER INFORMATION CONTACT:
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Press Release: MASTIO publishes the 2025 PE (HDPE & LLDPE/LDPE) Customer Experience Report.

MASTIO recently published the 2025 17th Edition Polyethylene (HDPE & LLDPE/LDPE) Customer Value and Loyalty Benchmarking Study, an industry-wide assessment of customer perceptions and performance among polyethylene resin suppliers. The study was released to subscribers in early December and delivers comprehensive, data-driven insights into supplier value, loyalty, and competitive positioning.

The 2025 study findings are based on in-depth telephone interviews with 111 customers, generating approximately 320 total performance observations. A total of 10 companies received sufficient customer ratings to be included in the primary report, while the electronic edition enables additional analysis across all rated suppliers.

In addition to quantitative benchmarking, the study incorporates approximately 700 qualitative responses to ten open-ended questions, providing detailed customer commentary on individual supplier strengths, weaknesses, and opportunities for improvement. Data collection was conducted through interviews with key decision-makers from late August through November 2025, ensuring timely and relevant insights into current market dynamics.

Top 5 Customer Needs

1. Competitive pricing.
2. Supplier is honest and trustworthy.
3. Lot-to-lot consistency.
4. Resin processability.
5. Consistent and accurate on-time delivery.

Source: MASTIO 2025 PE Customer Value Study

MASTIO QUALITY AWARDS

The criterion MASTIO uses to recognize the best PE resin suppliers is:

- 1) Determined by the suppliers with the highest overall Customer Value Weighted Quality (Benefit) Score that have also met a minimum of 30 ratings.

Please note that companies must meet the criteria above to be considered for the Mastio Quality Award.

THE MASTIO QUALITY AWARD – Overall

Category	Overall Winner / Highest Score	Suppliers Who Exceed the Industry Benchmark
Overall Group	NOVA Chemicals	Chevron Phillips NOVA Chemicals

THE MASTIO QUALITY AWARD – HDPE Respondents

Category	Overall Winner / Highest Score	Suppliers Who Exceed the Industry Benchmark
HDPE Respondent Group	NOVA Chemicals	Chevron Phillips Dow INEOS NOVA Chemicals

THE MASTIO QUALITY AWARD – LDPE-LLDPE Respondents

Category	Overall Winner / Highest Score	Suppliers Who Exceed the Industry Benchmark
LDPE-LLDPE Respondent Group	NOVA Chemicals	ExxonMobil Formosa LyondellBasell NOVA Chemicals Westlake

Polyethylene Suppliers Included in the Report

Supplier
Baystar
Chevron Phillips
Dow
ExxonMobil
Formosa
INEOS
LyondellBasell
NOVA Chemicals
Shell Polymers
Westlake

Mastio brings more than 36 years of experience delivering actionable insights and impartial data, having completed over 1,000 projects for more than 400 clients across commodity-centric industries. These sectors include energy, utilities, transportation, logistics, plastics, chemicals, manufacturing, and services. Mastio partners closely with numerous Fortune 100 and Fortune 500 companies.

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