

**Kitchen Cabinets Satisfaction at All-Time High, J.D. Power Finds**American Woodmark Ranks Highest in Customer Satisfaction

**TROY, Mich.: 12 Aug. 2020** — The kitchen and bath restoration industry is expected to reach \$130 billion in revenue this year, so it is no small feat that customer satisfaction is at an all-time high, according to the J.D. Power 2020 U.S. Kitchen Cabinets Satisfaction Study,<sup>SM</sup> released today.

“The factor with the highest satisfaction is order and delivery, which means retailers and manufacturers are doing well throughout the critical customer touch points,” said **Christina Cooley, director of the @home practice at J.D. Power**. “Unsurprisingly, as is often seen across industries, the factor with the lowest satisfaction is pricing. However, satisfaction with price increases 11 points this year, meaning manufacturers and retailers are doing a better job at maximizing the value for customers through both the process and product delivered.”

**Study Rankings**

**American Woodmark** ranks highest with a score of 870, **SEKTION (IKEA)** ranks second with a score of 865, followed by **Diamond** with a score of 854.

The 2020 U.S. Kitchen Cabinets Satisfaction Study is based on responses from 1,478 customers who purchased cabinets within the previous 12 months. The study was fielded from January through March 2020.

For more information about the U.S. Kitchen Cabinets Satisfaction Study, visit <https://www.jdpower.com/business/home/kitchen-cabinets-satisfaction-study>

See the online press release at <http://www.jdpower.com/pr-id/2020099>.

**J.D. Power** is a global leader in consumer insights, advisory services and data and analytics. A pioneer in the use of big data, artificial intelligence (AI) and algorithmic modeling capabilities to understand consumer behavior, J.D. Power has been delivering incisive industry intelligence on customer interactions with brands and products for more than 50 years. The world's leading businesses across major industries rely on J.D. Power to guide their customer-facing strategies.

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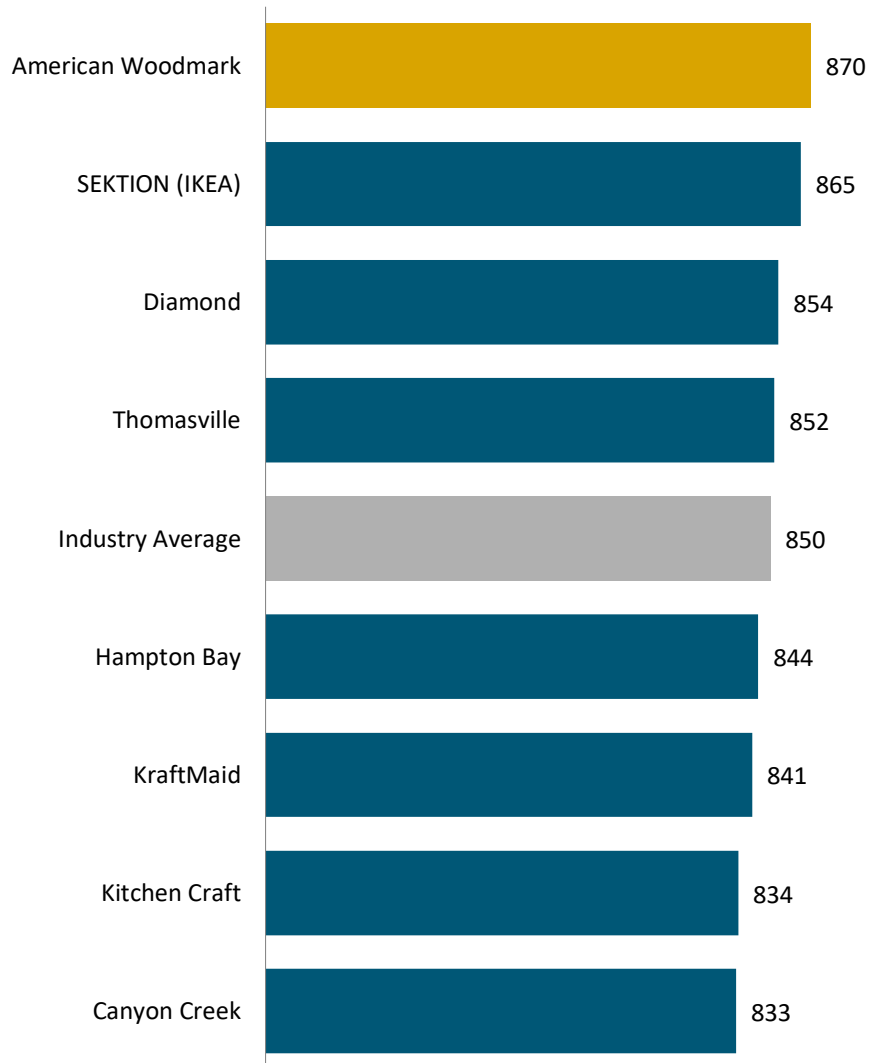
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NOTE: One chart follows.

# J.D. Power 2020 U.S. Kitchen Cabinets Satisfaction Study<sup>SM</sup>

## Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)



Source: J.D. Power 2020 U.S. Kitchen Cabinets Satisfaction Study<sup>SM</sup>

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