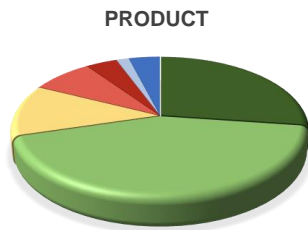


CUSTOMER SATISFACTION SURVEY

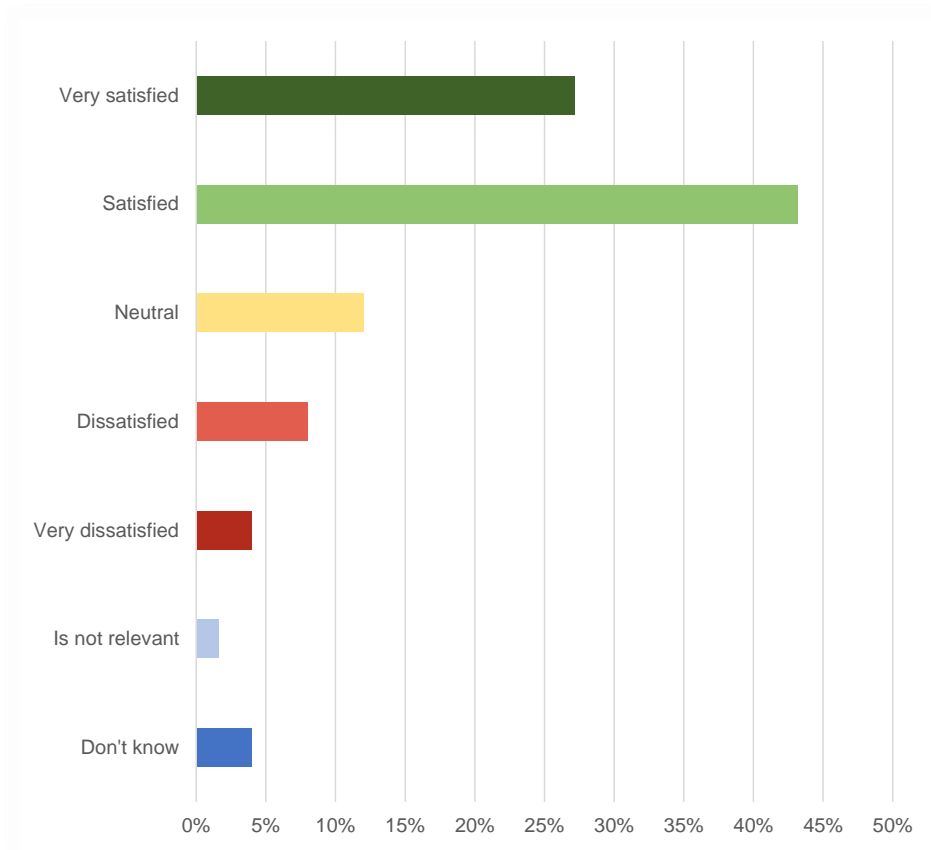


RESULT SUMMARY

Performed for:	Company
Performed by:	FACITanalysis.com
Start date:	Date
Response deadline:	Date
Number of respondents:	Number
Number of responses:	Number
Completion rate:	%

Are you satisfied with the product you receive?

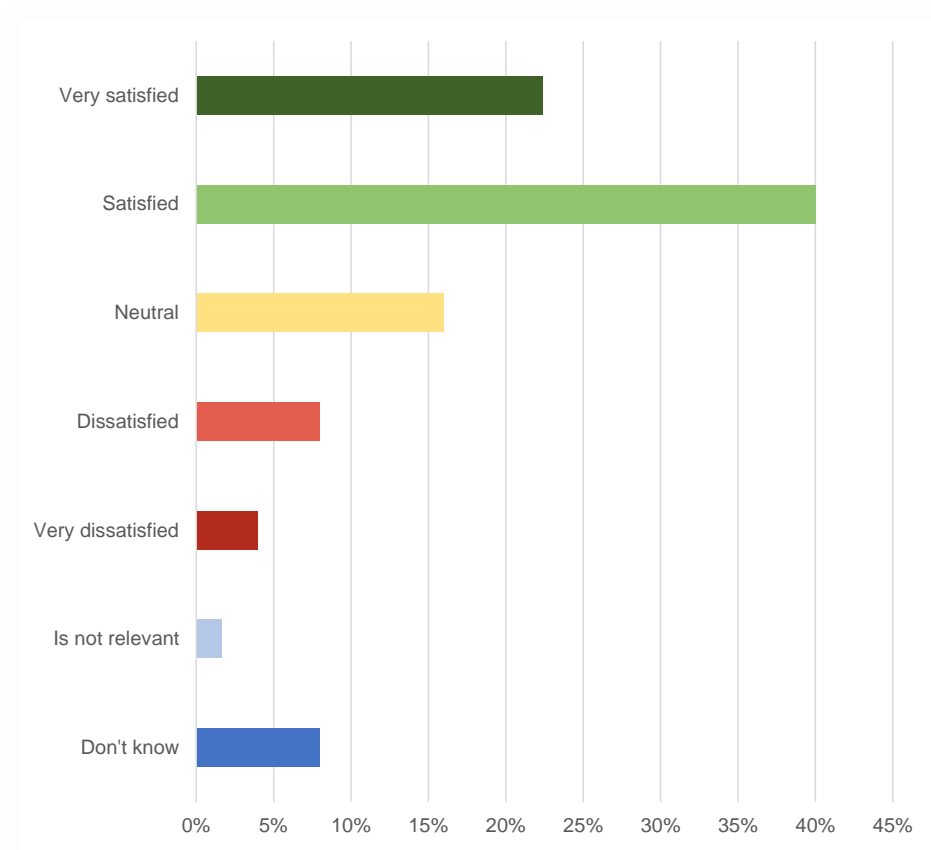
Product is as agreed - expectations met.



	%	Count
Very satisfied	27,20%	34
Satisfied	43,20%	54
Neutral	12,00%	15
Dissatisfied	8,00%	10
Very dissatisfied	4,00%	5
Is not relevant	1,63%	2
Don't know	4,00%	5

Are you satisfied with our delivery?

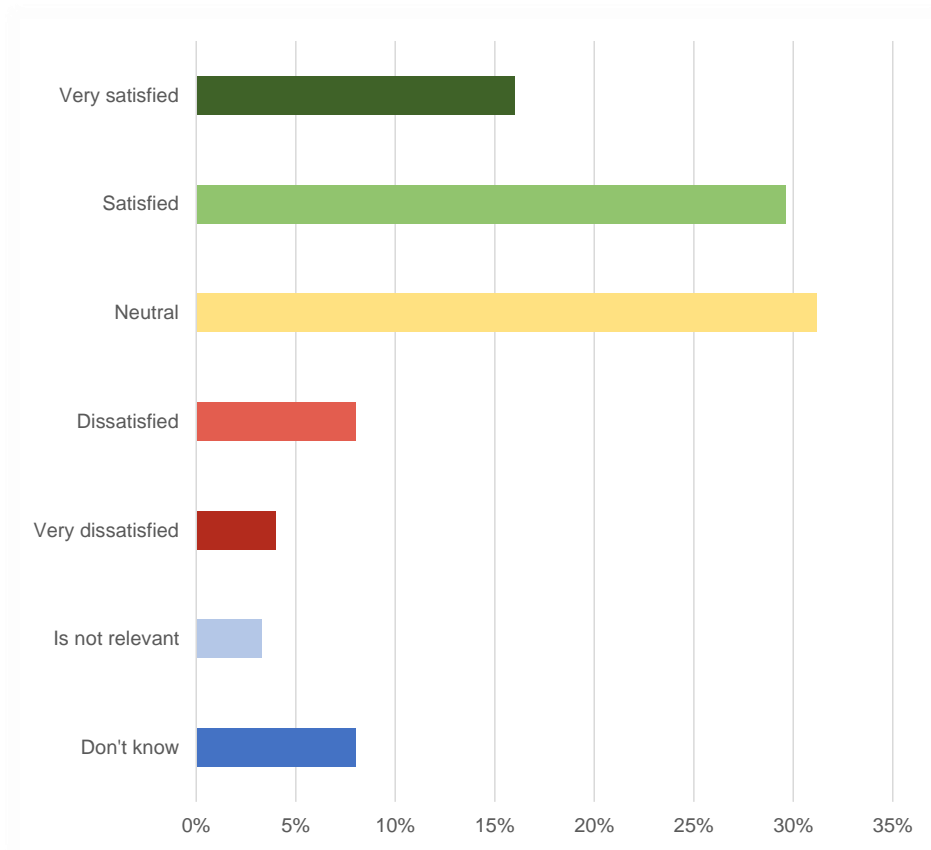
Delivery is effected as agreed (right contents at the agreed time).



	%	Count
Very satisfied	22,40%	28
Satisfied	40,00%	50
Neutral	16,00%	20
Dissatisfied	8,00%	10
Very dissatisfied	4,00%	5
Is not relevant	1,63%	2
Don't know	8,00%	10

Are you satisfied with the prices we offer?

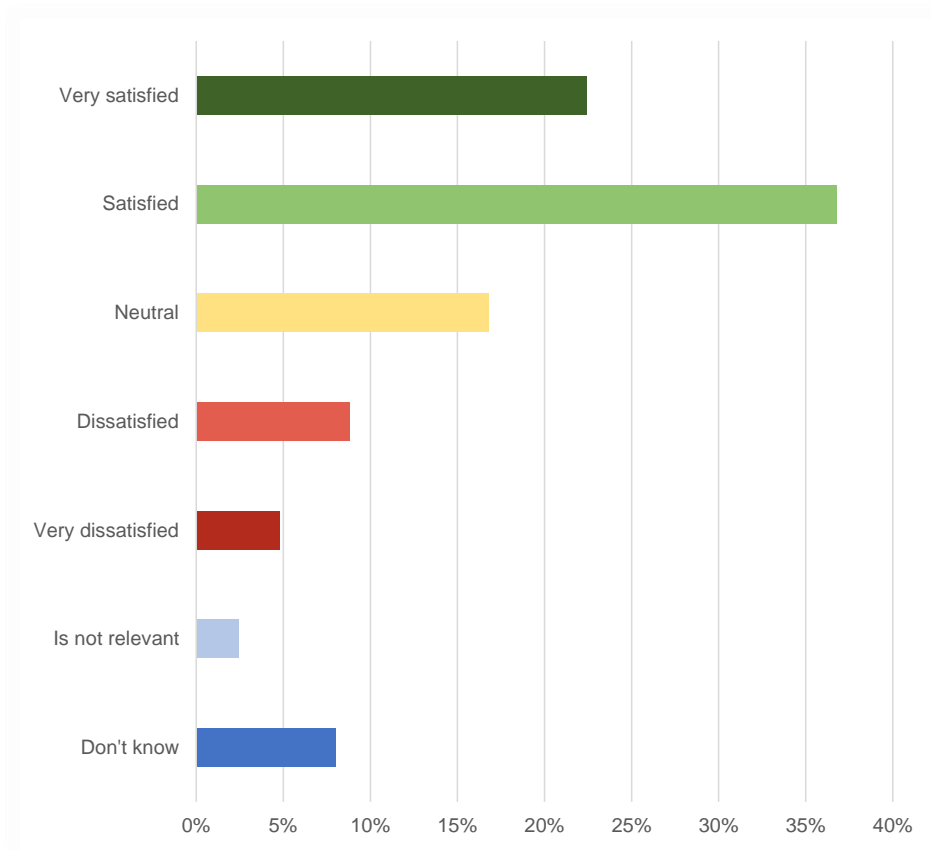
Value for money.



	%	Count
Very satisfied	16,00%	20
Satisfied	29,60%	37
Neutral	31,20%	39
Dissatisfied	8,00%	10
Very dissatisfied	4,00%	5
Is not relevant	3,31%	4
Don't know	8,00%	10

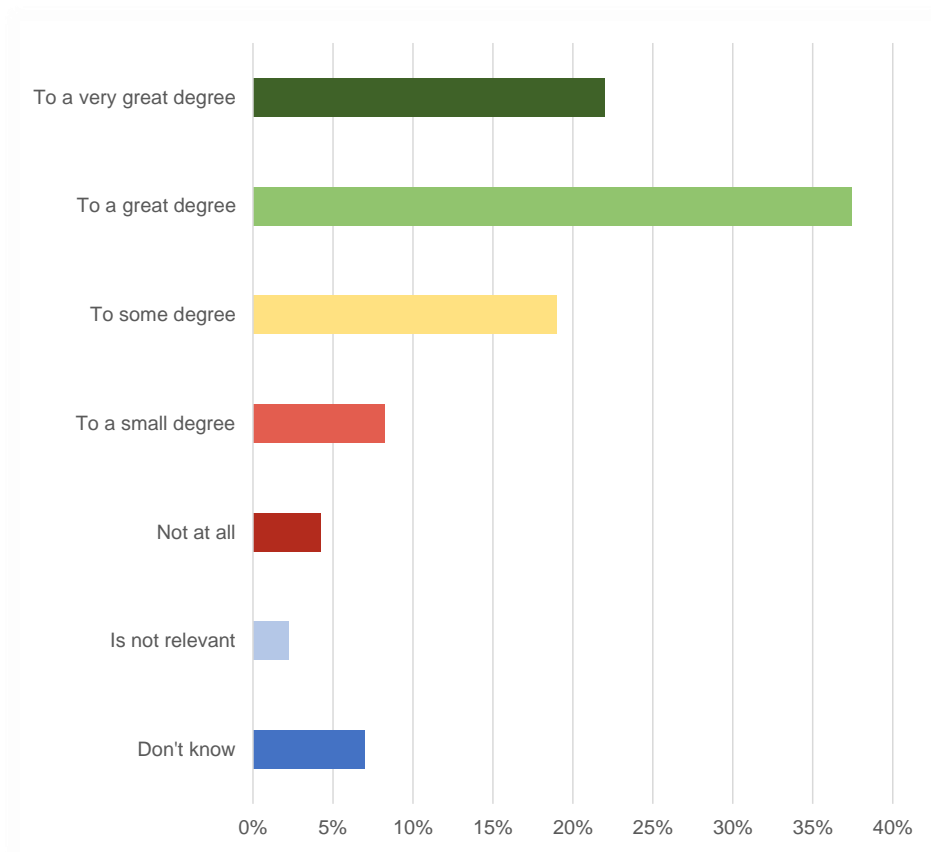
Are you satisfied with the dialogue you have with us?

In relation to initiative, commitment, credibility etc.



	%	Count
Very satisfied	22,40%	28
Satisfied	36,80%	46
Neutral	16,80%	21
Dissatisfied	8,80%	11
Very dissatisfied	4,80%	6
Is not relevant	2,46%	3
Don't know	8,00%	10

Can you recommend our company to others?



	%	Count
To a very great degree	22,00%	28
To a great degree	37,40%	47
To some degree	19,00%	24
To a small degree	8,20%	10
Not at all	4,20%	5
Is not relevant	2,25%	3
Don't know	7,00%	9