

Customer Satisfaction

Month - Year

Designed for:

COMPANY

Designed by:

FACITanalysis.com

Start date:

Date

Response deadline:

Date



Result - Summary

Number of respondents

60

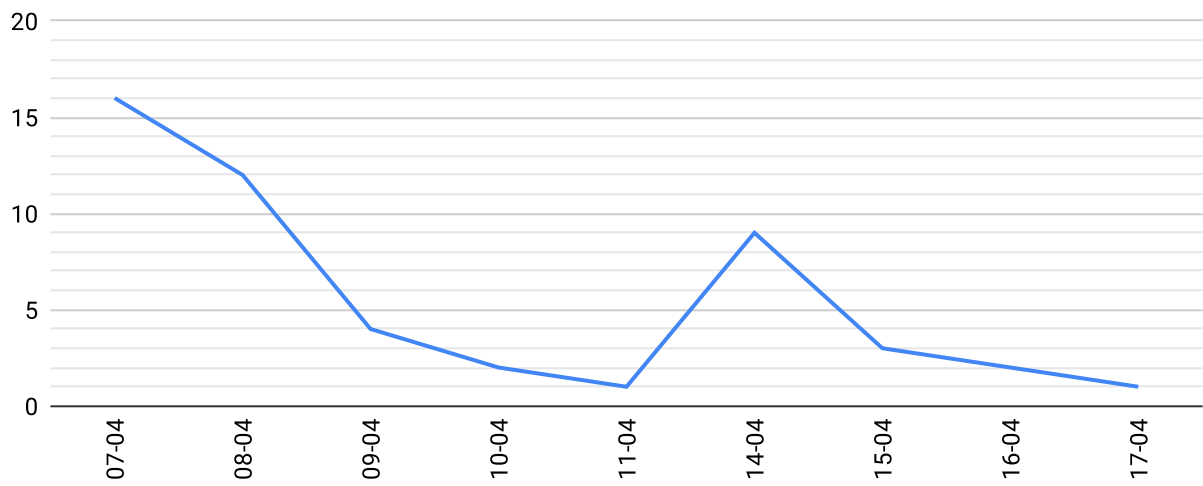
Number of responses

50

Response rate

83,3%

Number of responses throughout the response period



Are you satisfied with the product you receive?

Product is as agreed - expectations met.

CSAT

76,0%

Are you satisfied with the delivery made?

As agreed - right contents at the agreed time.

CSAT

86,0%

Are you satisfied with the prices we offer?

Value for money.

CSAT

72,0%

Are you satisfied with the dialogue you have with us?

Initiative, commitment, credibility, etc.

CSAT

82,0%

Are you satisfied with our efforts to continuously develop the co-operation?

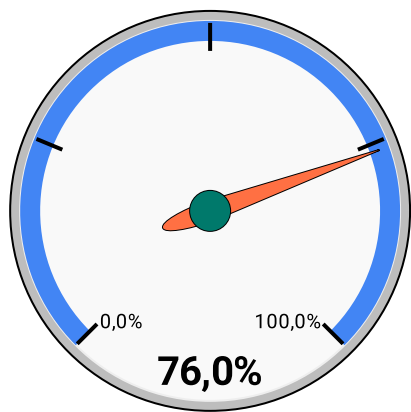
Dialogue is as expected.

CSAT

74,0%

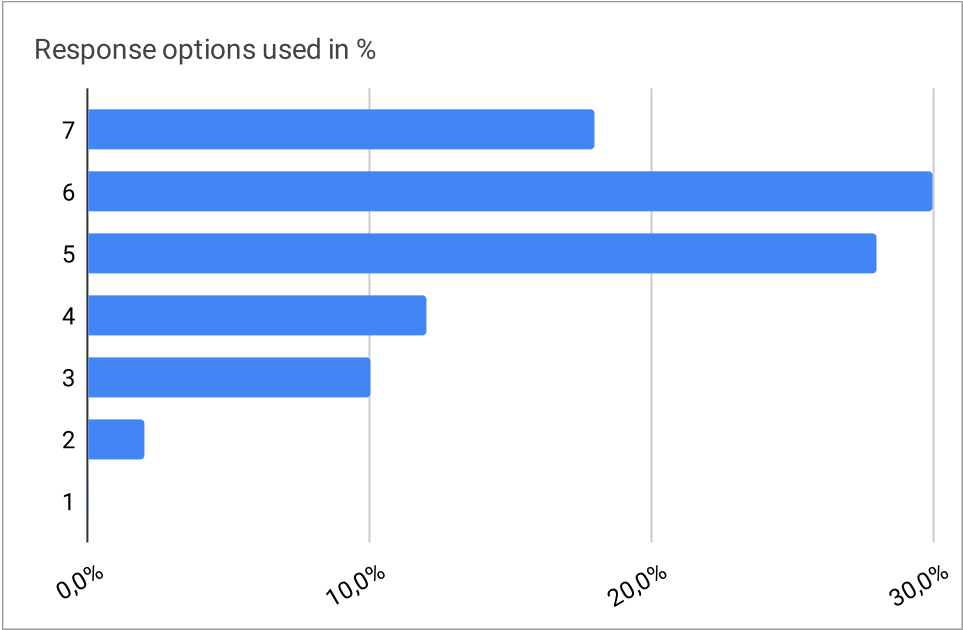
Are you satisfied with the product you receive?

Product is as agreed - expectations met.



CSAT SCORE

$$\frac{\text{Number of satisfied customers (answers 5-7)}}{\text{Total number of responses}} \times 100 = \text{Satisfied customers in \%}$$



Answer options:
7: Very satisfied
6: Satisfied
5: Partly satisfied
4: Neutral
3: Partly dissatisfied
2: Dissatisfied
1: Very dissatisfied

Response options used	Number	%
7	9	18,0%
6	15	30,0%
5	14	28,0%
4	6	12,0%
3	5	10,0%
2	1	2,0%
1	0	0,0%
I alt	50	100,0%

QUESTION 1

Are you satisfied with the product you receive?

Company	Name	Answer	Are there areas that have affected your answer positively or negatively?
Company 01	Name 01	7	
Company 02	Name 02	4	
Company 03	Name 03	5	
Company 04	Name 04	5	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu.
Company 05	Name 05	2	
Company 06	Name 06	3	Morbi a metus. Phasellus enim erat, vestibulum vel.
Company 07	Name 07	5	
Company 08	Name 08	5	
Company 09	Name 09	5	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu, velit. Nullam sapien sem, ornare ac, nonummy non, lobortis a, enim. Nunc tincidunt ante vitae massa. Duis ante orci, molestie vitae, vehicula venenatis. Nulla accumsan, elit sit.
Company 10	Name 10	5	
Company 11	Name 11	7	
Company 12	Name 12	6	
Company 13	Name 13	5	
Company 14	Name 14	5	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu, velit. Nullam sapien sem, ornare ac, nonummy non, lobortis a, enim. Nunc tincidunt ante vitae massa. Duis ante orci, molestie vitae, vehicula venenatis, tincidunt ac, pede. Nulla accumsan, elit sit.
Company 15	Name 15	5	
Company 16	Name 16	6	
Company 17	Name 17	4	
Company 18	Name 18	7	
Company 19	Name 19	6	Morbi a metus. Phasellus enim erat, vestibulum vel.
Company 20	Name 20	6	
Company 21	Name 21	6	
Company 22	Name 22	4	
Company 23	Name 23	7	
Company 24	Name 24	3	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu, velit. Nullam sapien sem, ornare ac, nonummy non, lobortis a, enim. Nunc tincidunt ante vitae massa. Duis ante.
Company 25	Name 25	6	
Company 26	Name 26	6	
Company 27	Name 27	5	
Company 28	Name 28	7	

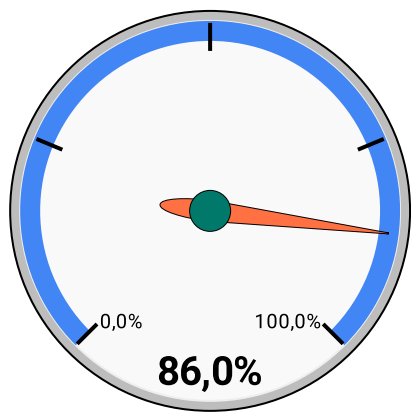
QUESTION 1

Are you satisfied with the product you receive?

Company	Name	Answer	Are there areas that have affected your answer positively or negatively?
Company 29	Name 29	3	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu.
Company 30	Name 30	6	
Company 31	Name 31	5	
Company 32	Name 32	6	
Company 33	Name 33	7	
Company 34	Name 34	6	Morbi a metus. Phasellus enim erat.
Company 35	Name 35	5	
Company 36	Name 36	5	
Company 37	Name 37	5	
Company 38	Name 38	6	
Company 39	Name 39	4	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu, velit. Nullam sapien sem, ornare ac, nonummy non, lobortis a, enim. Nunc tincidunt ante vitae massa. Nulla accumsan, elit sit.
Company 40	Name 40	7	
Company 41	Name 41	4	
Company 42	Name 42	6	
Company 43	Name 43	6	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu.
Company 44	Name 44	4	
Company 45	Name 45	7	
Company 46	Name 46	3	
Company 47	Name 47	6	
Company 48	Name 48	6	
Company 49	Name 49	7	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu, velit. Nullam sapien sem, ornare ac, nonummy non, lobortis a, enim. Nulla accumsan, elit sit.
Company 50	Name 50	3	

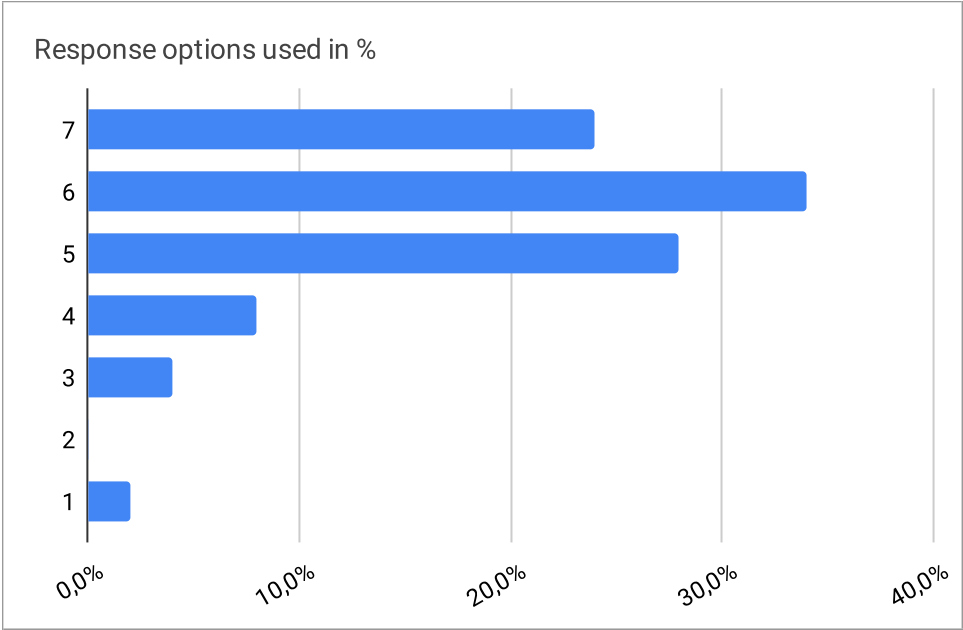
Are you satisfied with the delivery made?

As agreed - right contents at the agreed time.



CSAT SCORE

$$\frac{\text{Number of satisfied customers (answers 5-7)}}{\text{Total number of responses}} \times 100 = \text{Satisfied customers in \%}$$



Answer options:
7: Very satisfied
6: Satisfied
5: Partly satisfied
4: Neutral
3: Partly dissatisfied
2: Dissatisfied
1: Very dissatisfied

Response options used	Number	%
7	12	24,0%
6	17	34,0%
5	14	28,0%
4	4	8,0%
3	2	4,0%
2	0	0,0%
1	1	2,0%
I alt	50	100,0%

QUESTION 2

Are you satisfied with the delivery made?

Company	Name	Answer	Are there areas that have affected your answer positively or negatively?
Company 01	Name 01	6	
Company 02	Name 02	7	
Company 03	Name 03	5	
Company 04	Name 04	5	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu.
Company 05	Name 05	1	
Company 06	Name 06	4	Morbi a metus. Phasellus enim erat, vestibulum vel.
Company 07	Name 07	5	
Company 08	Name 08	4	
Company 09	Name 09	3	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu, velit. Nullam sapien sem, ornare ac, nonummy non, lobortis a, enim. Nunc tincidunt ante vitae massa. Duis ante orci, molestie vitae, vehicula venenatis. Nulla accumsan, elit sit.
Company 10	Name 10	4	
Company 11	Name 11	5	
Company 12	Name 12	6	
Company 13	Name 13	5	
Company 14	Name 14	6	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu, velit. Nullam sapien sem, ornare ac, nonummy non, lobortis a, enim. Nunc tincidunt ante vitae massa. Duis ante orci, molestie vitae, vehicula venenatis, tincidunt ac, pede. Nulla accumsan, elit sit.
Company 15	Name 15	7	
Company 16	Name 16	6	
Company 17	Name 17	7	
Company 18	Name 18	6	
Company 19	Name 19	5	Morbi a metus. Phasellus enim erat, vestibulum vel.
Company 20	Name 20	7	
Company 21	Name 21	5	
Company 22	Name 22	5	
Company 23	Name 23	7	
Company 24	Name 24	6	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu, velit. Nullam sapien sem, ornare ac, nonummy non, lobortis a, enim. Nunc tincidunt ante vitae massa. Duis ante.
Company 25	Name 25	6	
Company 26	Name 26	5	
Company 27	Name 27	5	
Company 28	Name 28	6	

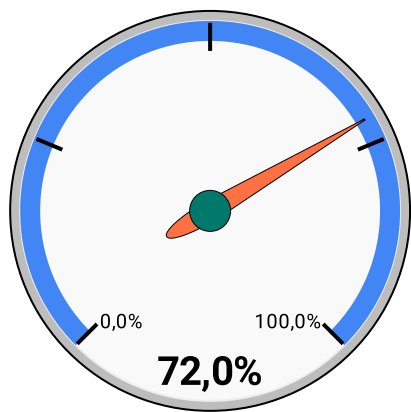
QUESTION 2

Are you satisfied with the delivery made?

Company	Name	Answer	Are there areas that have affected your answer positively or negatively?
Company 29	Name 29	6	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu.
Company 30	Name 30	6	
Company 31	Name 31	3	
Company 32	Name 32	4	
Company 33	Name 33	6	
Company 34	Name 34	5	Morbi a metus. Phasellus enim erat.
Company 35	Name 35	5	
Company 36	Name 36	6	
Company 37	Name 37	7	
Company 38	Name 38	6	
Company 39	Name 39	7	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu, velit. Nullam sapien sem, ornare ac, nonummy non, lobortis a, enim. Nunc tincidunt ante vitae massa. Nulla accumsan, elit sit.
Company 40	Name 40	6	
Company 41	Name 41	5	
Company 42	Name 42	7	
Company 43	Name 43	7	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu.
Company 44	Name 44	6	
Company 45	Name 45	7	
Company 46	Name 46	6	
Company 47	Name 47	5	
Company 48	Name 48	7	
Company 49	Name 49	7	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu, velit. Nullam sapien sem, ornare ac, nonummy non, lobortis a, enim. Nulla accumsan, elit sit.
Company 50	Name 50	6	

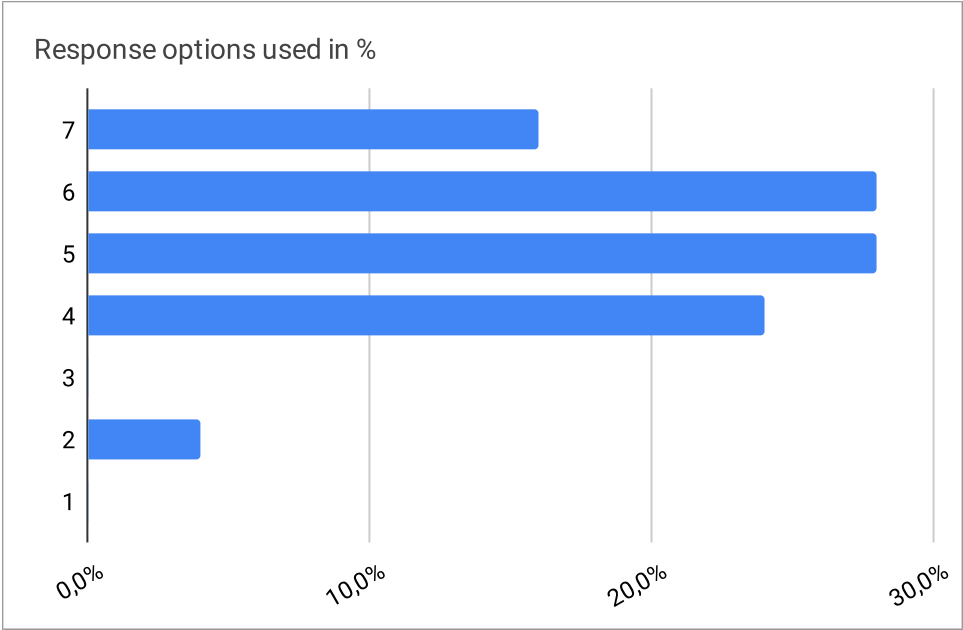
Are you satisfied with the prices we offer?

Value for money.



CSAT SCORE

$$\frac{\text{Number of satisfied customers (answers 5-7)}}{\text{Total number of responses}} \times 100 = \text{Satisfied customers in \%}$$



- Answer options:
- 7: Very satisfied
 - 6: Satisfied
 - 5: Partly satisfied
 - 4: Neutral
 - 3: Partly dissatisfied
 - 2: Dissatisfied
 - 1: Very dissatisfied

Response options used	Number	%
7	8	16,0%
6	14	28,0%
5	14	28,0%
4	12	24,0%
3	0	0,0%
2	2	4,0%
1	0	0,0%
I alt	50	100,0%

QUESTION 3

Are you satisfied with the prices we offer?

Company	Name	Answer	Are there areas that have affected your answer positively or negatively?
Company 01	Name 01	5	
Company 02	Name 02	6	
Company 03	Name 03	4	
Company 04	Name 04	4	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu.
Company 05	Name 05	4	
Company 06	Name 06	4	Morbi a metus. Phasellus enim erat, vestibulum vel.
Company 07	Name 07	4	
Company 08	Name 08	7	
Company 09	Name 09	2	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu, velit. Nullam sapien sem, ornare ac, nonummy non, lobortis a, enim. Nunc tincidunt ante vitae massa. Duis ante orci, molestie vitae, vehicula venenatis. Nulla accumsan, elit sit.
Company 10	Name 10	5	
Company 11	Name 11	7	
Company 12	Name 12	5	
Company 13	Name 13	5	
Company 14	Name 14	6	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu, velit. Nullam sapien sem, ornare ac, nonummy non, lobortis a, enim. Nunc tincidunt ante vitae massa. Duis ante orci, molestie vitae, vehicula venenatis, tincidunt ac, pede. Nulla accumsan, elit sit.
Company 15	Name 15	4	
Company 16	Name 16	4	
Company 17	Name 17	6	
Company 18	Name 18	4	
Company 19	Name 19	4	Morbi a metus. Phasellus enim erat, vestibulum vel.
Company 20	Name 20	6	
Company 21	Name 21	6	
Company 22	Name 22	6	
Company 23	Name 23	6	
Company 24	Name 24	5	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu, velit. Nullam sapien sem, ornare ac, nonummy non, lobortis a, enim. Nunc tincidunt ante vitae massa. Duis ante.
Company 25	Name 25	5	
Company 26	Name 26	7	
Company 27	Name 27	6	
Company 28	Name 28	7	

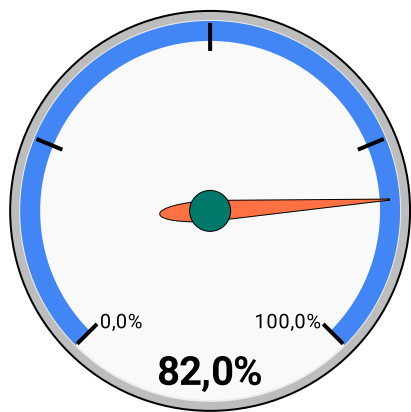
QUESTION 3

Are you satisfied with the prices we offer?

Company	Name	Answer	Are there areas that have affected your answer positively or negatively?
Company 29	Name 29	5	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu.
Company 30	Name 30	5	
Company 31	Name 31	2	
Company 32	Name 32	5	
Company 33	Name 33	7	
Company 34	Name 34	5	Morbi a metus. Phasellus enim erat.
Company 35	Name 35	5	
Company 36	Name 36	6	
Company 37	Name 37	4	
Company 38	Name 38	4	
Company 39	Name 39	7	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu, velit. Nullam sapien sem, ornare ac, nonummy non, lobortis a, enim. Nunc tincidunt ante vitae massa. Nulla accumsan, elit sit.
Company 40	Name 40	4	
Company 41	Name 41	6	
Company 42	Name 42	6	
Company 43	Name 43	7	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu.
Company 44	Name 44	6	
Company 45	Name 45	6	
Company 46	Name 46	5	
Company 47	Name 47	5	
Company 48	Name 48	7	
Company 49	Name 49	6	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu, velit. Nullam sapien sem, ornare ac, nonummy non, lobortis a, enim. Nulla accumsan, elit sit.
Company 50	Name 50	5	

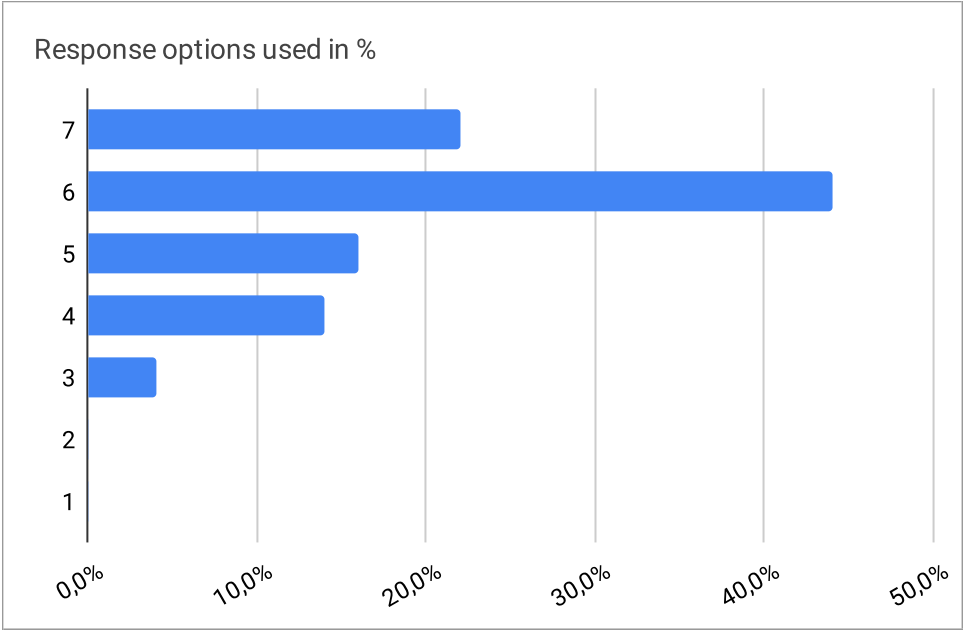
Are you satisfied with the dialogue you have with us?

Initiative, commitment, credibility, etc.



CSAT SCORE

$$\frac{\text{Number of satisfied customers (answers 5-7)}}{\text{Total number of responses}} \times 100 = \text{Satisfied customers in \%}$$



Answer options:
7: Very satisfied
6: Satisfied
5: Partly satisfied
4: Neutral
3: Partly dissatisfied
2: Dissatisfied
1: Very dissatisfied

Response options used	Number	%
7	11	22,0%
6	22	44,0%
5	8	16,0%
4	7	14,0%
3	2	4,0%
2	0	0,0%
1	0	0,0%
I alt	50	100,0%

QUESTION 4

Are you satisfied with the dialogue you have with us?

Company	Name	Answer	Are there areas that have affected your answer positively or negatively?
Company 01	Name 01	5	
Company 02	Name 02	6	
Company 03	Name 03	5	
Company 04	Name 04	4	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu.
Company 05	Name 05	4	
Company 06	Name 06	6	Morbi a metus. Phasellus enim erat, vestibulum vel.
Company 07	Name 07	5	
Company 08	Name 08	4	
Company 09	Name 09	3	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu, velit. Nullam sapien sem, ornare ac, nonummy non, lobortis a, enim. Nunc tincidunt ante vitae massa. Duis ante orci, molestie vitae, vehicula venenatis. Nulla accumsan, elit sit.
Company 10	Name 10	6	
Company 11	Name 11	6	
Company 12	Name 12	6	
Company 13	Name 13	7	
Company 14	Name 14	6	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu, velit. Nullam sapien sem, ornare ac, nonummy non, lobortis a, enim. Nunc tincidunt ante vitae massa. Duis ante orci, molestie vitae, vehicula venenatis, tincidunt ac, pede. Nulla accumsan, elit sit.
Company 15	Name 15	6	
Company 16	Name 16	6	
Company 17	Name 17	6	
Company 18	Name 18	7	
Company 19	Name 19	6	Morbi a metus. Phasellus enim erat, vestibulum vel.
Company 20	Name 20	5	
Company 21	Name 21	6	
Company 22	Name 22	5	
Company 23	Name 23	7	
Company 24	Name 24	4	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu, velit. Nullam sapien sem, ornare ac, nonummy non, lobortis a, enim. Nunc tincidunt ante vitae massa. Duis ante.
Company 25	Name 25	7	
Company 26	Name 26	6	
Company 27	Name 27	5	
Company 28	Name 28	7	

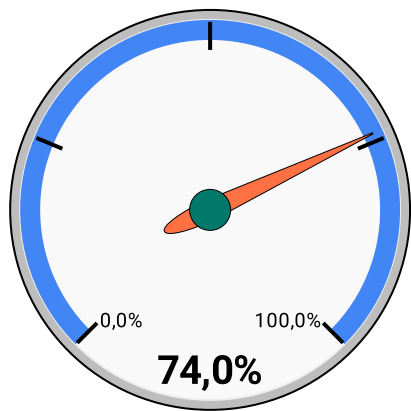
QUESTION 4

Are you satisfied with the dialogue you have with us?

Company	Name	Answer	Are there areas that have affected your answer positively or negatively?
Company 29	Name 29	4	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu.
Company 30	Name 30	7	
Company 31	Name 31	3	
Company 32	Name 32	6	
Company 33	Name 33	6	
Company 34	Name 34	6	Morbi a metus. Phasellus enim erat.
Company 35	Name 35	7	
Company 36	Name 36	6	
Company 37	Name 37	6	
Company 38	Name 38	6	
Company 39	Name 39	6	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu, velit. Nullam sapien sem, ornare ac, nonummy non, lobortis a, enim. Nunc tincidunt ante vitae massa. Nulla accumsan, elit sit.
Company 40	Name 40	7	
Company 41	Name 41	6	
Company 42	Name 42	5	
Company 43	Name 43	6	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu.
Company 44	Name 44	5	
Company 45	Name 45	7	
Company 46	Name 46	4	
Company 47	Name 47	7	
Company 48	Name 48	6	
Company 49	Name 49	7	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu, velit. Nullam sapien sem, ornare ac, nonummy non, lobortis a, enim. Nulla accumsan, elit sit.
Company 50	Name 50	4	

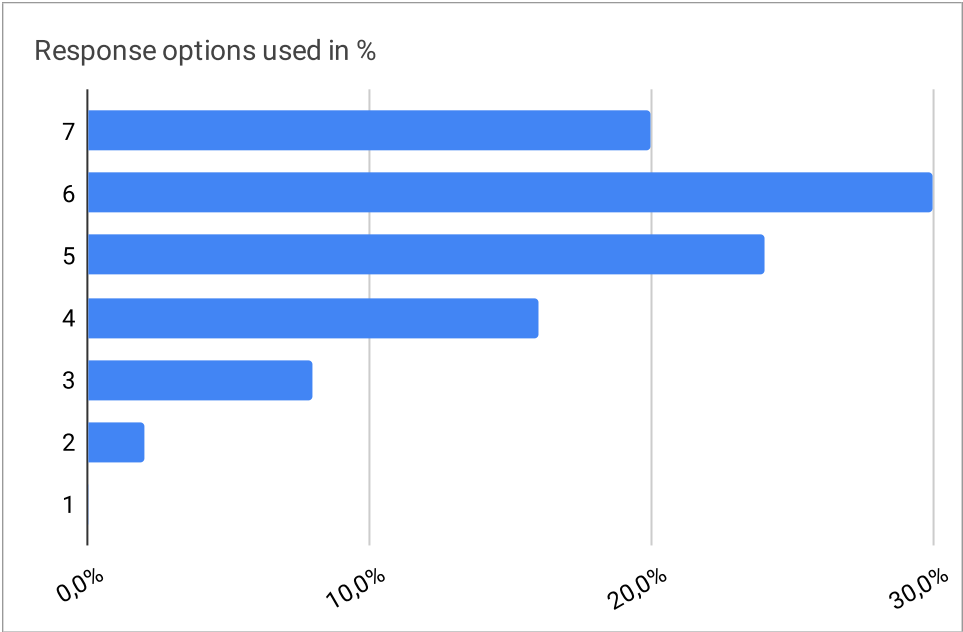
Are you satisfied with our efforts to continuously develop the co-operation?

Dialogue is as expected.



CSAT SCORE

$$\frac{\text{Number of satisfied customers (answers 5-7)}}{\text{Total number of responses}} \times 100 = \text{Satisfied customers in \%}$$



Answer options:
7: Very satisfied
6: Satisfied
5: Partly satisfied
4: Neutral
3: Partly dissatisfied
2: Dissatisfied
1: Very dissatisfied

Response options used	Number	%
7	10	20,0%
6	15	30,0%
5	12	24,0%
4	8	16,0%
3	4	8,0%
2	1	2,0%
1	0	0,0%
I alt	50	100,0%

QUESTION 5

Are you satisfied with our efforts to continuously develop the co-operation?

Company	Name	Answer	Are there areas that have affected your answer positively or negatively?
Company 01	Name 01	5	
Company 02	Name 02	6	
Company 03	Name 03	4	
Company 04	Name 04	3	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu.
Company 05	Name 05	4	
Company 06	Name 06	4	Morbi a metus. Phasellus enim erat, vestibulum vel.
Company 07	Name 07	6	
Company 08	Name 08	6	
Company 09	Name 09	3	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu, velit. Nullam sapien sem, ornare ac, nonummy non, lobortis a, enim. Nunc tincidunt ante vitae massa. Duis ante orci, molestie vitae, vehicula venenatis. Nulla accumsan, elit sit.
Company 10	Name 10	4	
Company 11	Name 11	7	
Company 12	Name 12	5	
Company 13	Name 13	3	
Company 14	Name 14	6	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu, velit. Nullam sapien sem, ornare ac, nonummy non, lobortis a, enim. Nunc tincidunt ante vitae massa. Duis ante orci, molestie vitae, vehicula venenatis, tincidunt ac, pede. Nulla accumsan, elit sit.
Company 15	Name 15	6	
Company 16	Name 16	5	
Company 17	Name 17	6	
Company 18	Name 18	5	
Company 19	Name 19	4	Morbi a metus. Phasellus enim erat, vestibulum vel.
Company 20	Name 20	6	
Company 21	Name 21	5	
Company 22	Name 22	6	
Company 23	Name 23	5	
Company 24	Name 24	5	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu, velit. Nullam sapien sem, ornare ac, nonummy non, lobortis a, enim. Nunc tincidunt ante vitae massa. Duis ante.
Company 25	Name 25	2	
Company 26	Name 26	7	
Company 27	Name 27	6	
Company 28	Name 28	5	

QUESTION 5

Are you satisfied with our efforts to continuously develop the co-operation?

Company	Name	Answer	Are there areas that have affected your answer positively or negatively?
Company 29	Name 29	7	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu.
Company 30	Name 30	4	
Company 31	Name 31	3	
Company 32	Name 32	4	
Company 33	Name 33	7	
Company 34	Name 34	5	Morbi a metus. Phasellus enim erat.
Company 35	Name 35	7	
Company 36	Name 36	6	
Company 37	Name 37	6	
Company 38	Name 38	5	
Company 39	Name 39	6	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu, velit. Nullam sapien sem, ornare ac, nonummy non, lobortis a, enim. Nunc tincidunt ante vitae massa. Nulla accumsan, elit sit.
Company 40	Name 40	5	
Company 41	Name 41	6	
Company 42	Name 42	6	
Company 43	Name 43	5	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu.
Company 44	Name 44	6	
Company 45	Name 45	7	
Company 46	Name 46	7	
Company 47	Name 47	4	
Company 48	Name 48	7	
Company 49	Name 49	7	Morbi a metus. Phasellus enim erat, vestibulum vel, aliquam a, posuere eu, velit. Nullam sapien sem, ornare ac, nonummy non, lobortis a, enim. Nulla accumsan, elit sit.
Company 50	Name 50	7	