

Customer Satisfaction Questionnaire

We would be grateful if you could spare a few minutes to complete this Customer Satisfaction Questionnaire to help us ensure that our standard of customer care exceeds expectations wherever possible.

Please tick the appropriate box to indicate your degree of satisfaction.

Annex:

QA09-03

Customer Satisfaction
Questionnaire

Revision

00 02/01/2018

Exercise 2020

Written by

D. Bianco
M. Bergantin

Approved by

A. Labianca

Nr of Question	Question	Poor					Excellent
		1	2	3	4	5	
01	How do you rate our responsiveness in dealing with you?						x
02	How do you rate the technical competence of our engineers/resources?						x
03	How do you rate our time to respond to queries?						x
04	How much do our services meet your needs and expectations regarding quality and performance?						x
05	How do you rate our delivery on time performance and our commitment to meet your delivery expectations?						x
06	How do you rate our availability and flexibility?						x
07	How do you rate our cooperation?						x
08	How do you rate our communications with you?						x
09	How do you rate the competitiveness of our services?						x
10	How do you rate our approach to quality management to ensure complete customer satisfaction?						x
11	How do you rate our services?						x
12	How do you overall rate Ellea?						x

Do you have any comments or suggestions that would help us improve our service?

I am convinced that ellea is already at high level in supporting the customers from a overall services point of view

Company name	DTS spa
Name	Giovanni Ceriello
Position	Product development-virtual & testing
Date	08/04/2021
Signature	