

## 2015 年度客户满意度调查结果

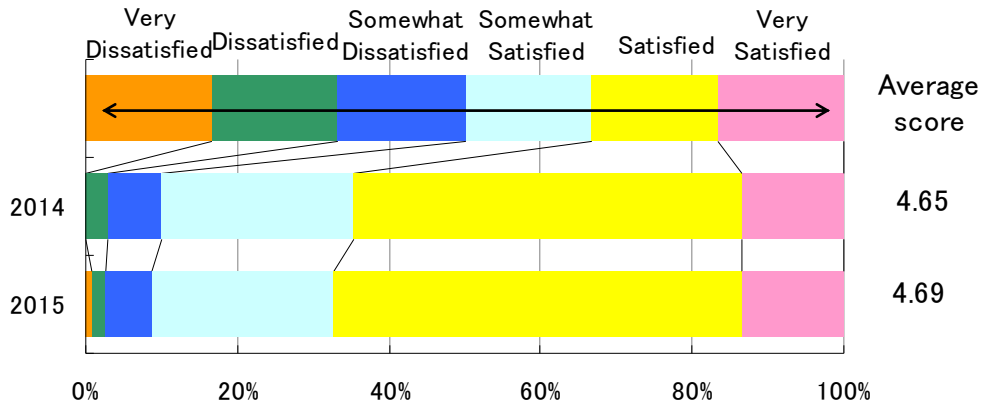
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### [1. 调查与结果概要](#)

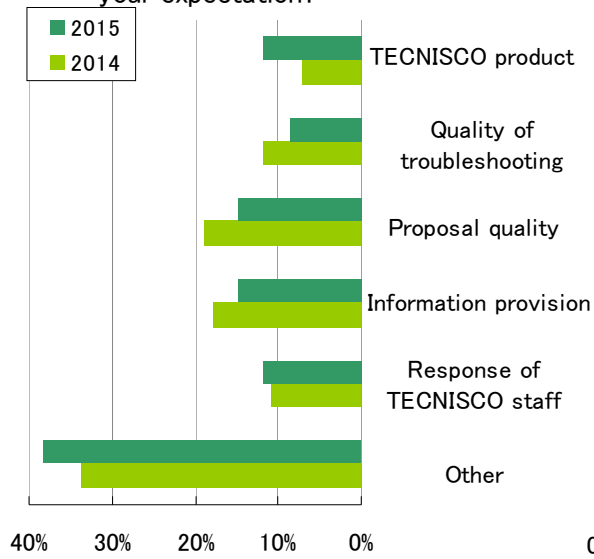
调查目的	目的是把握泰库尼思科的会对对我公司的评价和对客户声音
调查内容	咨询客户对我公司产品 and 营业、技术、员工的对应的满意度评价以及客户的期望
调查对象	我公司的产品的利用者
调查手法	利用电脑, 用选择形式的质问和自由记述的质问等方式回答
使用语言	日语, 英语
调查期间	2016/1/13-2016/2/19
有效回答数	154
回收率	66.4%

## 2. 综合评价

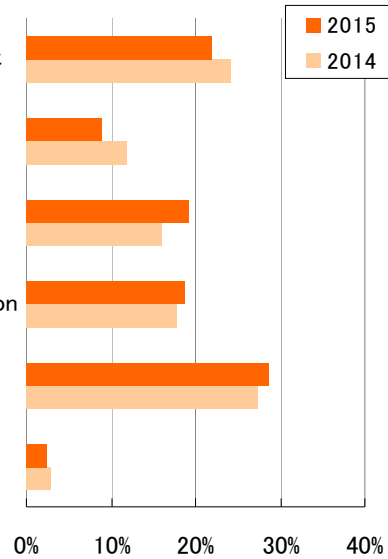
■ What is your overall satisfaction level with TECNISCO?



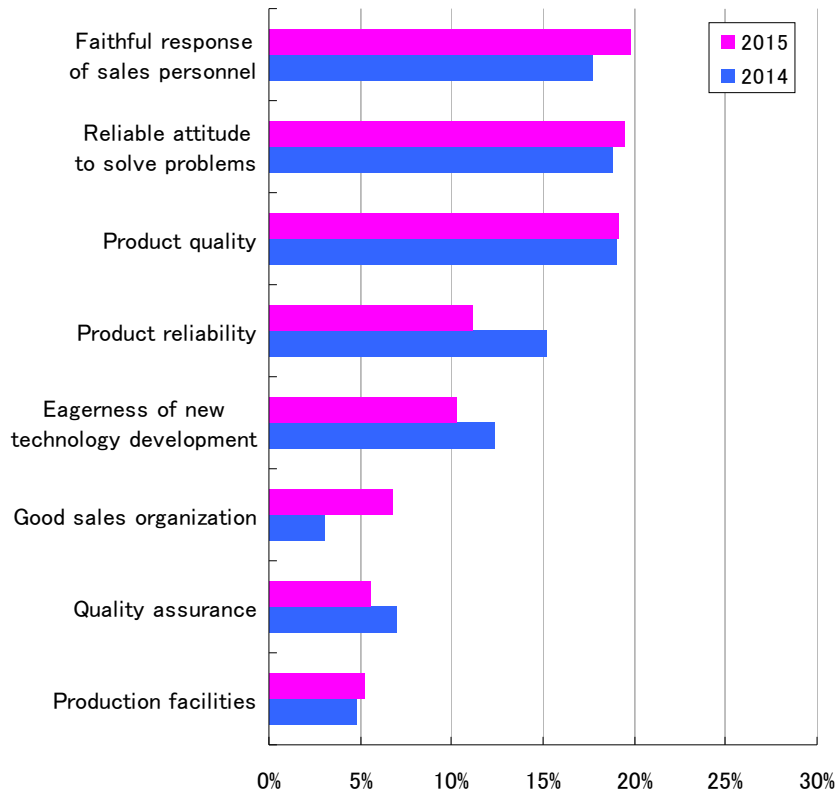
■ Which items did not meet your expectation?



■ Which items were you satisfied with?

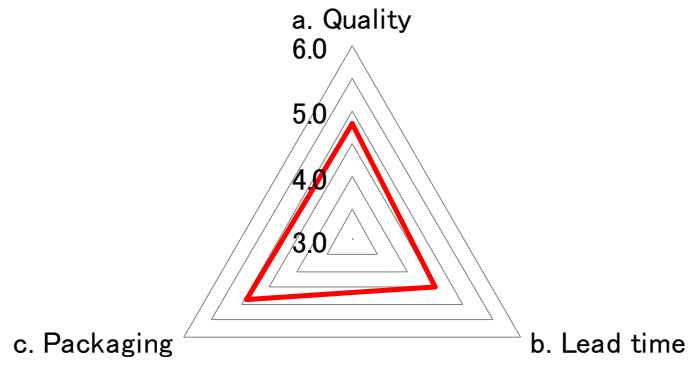


■ What made you decide to purchase TECNISCO product?

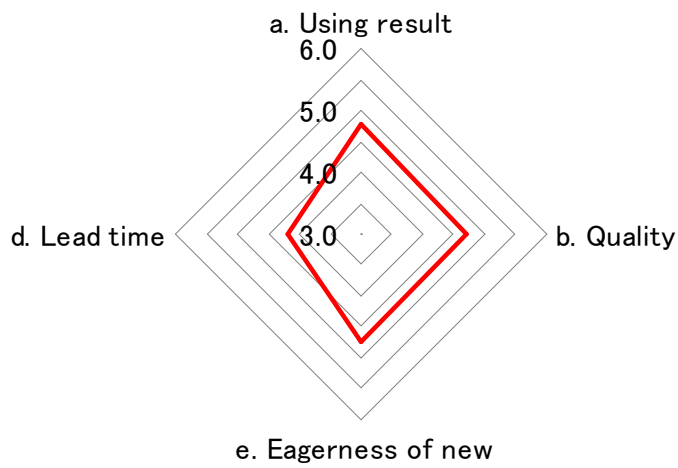


### 3. 关于产品及发生纠纷时的对应

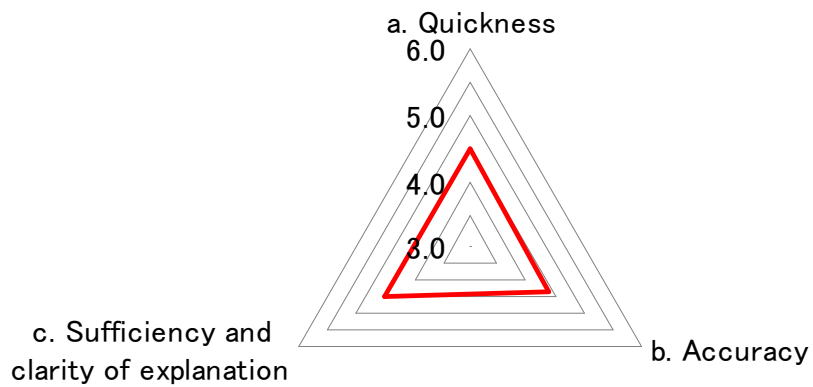
■ Mass-produced parts (6-point scale)



■ Prototype (6-point scale)

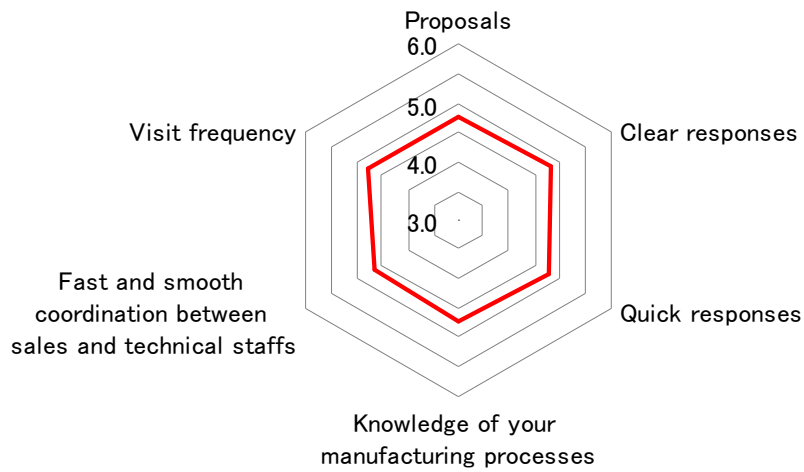


■ Trouble Shooting (6-point scale)



#### 4. 关于担当者

##### ■ Sales representatives (6-point scale)



##### ■ Technical Staff (6-point scale)

