








## Customer satisfaction survey 2018

### How did you hear about us?

- Fair or Event
- Internet
- Ad / press
- Recommendation
- Personal contact

### How do you assess the level of performance of our sales people in each area??

|                        |  |  |  |  |  |
|------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Friendliness           | 0                                                                                 | 0                                                                                 | 0                                                                                 | 0                                                                                   | 0                                                                                   |
| Helpfulness            | 0                                                                                 | 0                                                                                 | 0                                                                                 | 0                                                                                   | 0                                                                                   |
| Understanding          | 0                                                                                 | 0                                                                                 | 0                                                                                 | 0                                                                                   | 0                                                                                   |
| Problem-solving skills | 0                                                                                 | 0                                                                                 | 0                                                                                 | 0                                                                                   | 0                                                                                   |
| Overall impression     | 0                                                                                 | 0                                                                                 | 0                                                                                 | 0                                                                                   | 0                                                                                   |

Space for notes:






### Which product did you buy?

|                          |   |
|--------------------------|---|
| mini MACE                | 0 |
| MACE                     | 0 |
| AMU / AZE (700-2500 bar) | 0 |
| Offshore-Equipment       | 0 |
| Sonderbau                | 0 |
| Service / Dienstleistung | 0 |
| ConSus                   | 0 |
| Others                   | 0 |

Space for notes:

### How satisfied are you generally with the following features of the purchased product?






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|                      |  |  |  |  |  |
|----------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Expected performance | 0                                                                                 | 0                                                                                 | 0                                                                                 | 0                                                                                   | 0                                                                                   |
| Actual performance   | 0                                                                                 | 0                                                                                 | 0                                                                                 | 0                                                                                   | 0                                                                                   |
| Quality              | 0                                                                                 | 0                                                                                 | 0                                                                                 | 0                                                                                   | 0                                                                                   |
| Price                | 0                                                                                 | 0                                                                                 | 0                                                                                 | 0                                                                                   | 0                                                                                   |
| Overall Impression   | 0                                                                                 | 0                                                                                 | 0                                                                                 | 0                                                                                   | 0                                                                                   |

Space for notes:





### How do you rate our training or maintenance service?

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|                     |  |  |  |  |  |
|---------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Preparation         | 0                                                                                 | 0                                                                                 | 0                                                                                 | 0                                                                                   | 0                                                                                   |
| Personal competence | 0                                                                                 | 0                                                                                 | 0                                                                                 | 0                                                                                   | 0                                                                                   |
| Expertise           | 0                                                                                 | 0                                                                                 | 0                                                                                 | 0                                                                                   | 0                                                                                   |
| Working results     | 0                                                                                 | 0                                                                                 | 0                                                                                 | 0                                                                                   | 0                                                                                   |
| Overall impression  | 0                                                                                 | 0                                                                                 | 0                                                                                 | 0                                                                                   | 0                                                                                   |

Space for notes:

### How likely is it that you recommend us?

|                        |  |  |  |  |  |
|------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Further recommendation | 0                                                                                   | 0                                                                                   | 0                                                                                   | 0                                                                                     | 0                                                                                     |

Space for notes: