



We care about your opinion!

We therefore ask you to take a few minutes to answer the questions below. Your ratings and suggestions will help us to meet your requirements even better in the future.

If you have any questions about this questionnaire, please contact our Head of Operations and Sales directly at any time.

Question 1

How satisfied are you with the **quality** of our services and products?

1

2

3

4

5

6

very satisfied

dissatisfied

note

Question 2

How satisfied are you with our **delivery reliability**?

1

2

3

4

5

6

very satisfied

dissatisfied

note

Question 3

How satisfied are you with our **service**, especially when it comes to clarifying your queries or solving upcoming problems?

1

2

3

4

5

6

very satisfied

dissatisfied

note



Question 4

How would you rate ecco-rail's performance compared to the previous year?

1

2

3

4

5

6

very satisfied

dissatisfied

note

Question 5

How satisfied are you with the planning, control and management of service provision?

1

2

3

4

5

6

very satisfied

dissatisfied

note

Question 6

How do you rate the handling of unforeseen events?

1

2

3

4

5

6

very satisfied

dissatisfied

note

Question 7

How would you rate ecco-rail's performance in aftercare/after sales?

1

2

3

4

5

6

very satisfied

dissatisfied

note



Question 8

Do you have any suggestions or wishes as to how we can improve in the future?

.....
.....

Company/Department:

.....

Function:

.....

.....

.....
Place, Date

.....
Name, Signature