Nummer: 9.1.1.2\_FB
Version: 01.01
Seite: 1 von 3

# **Customer Satisfaction Questionnaire**



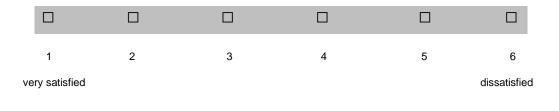
## We care about your opinion!

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**

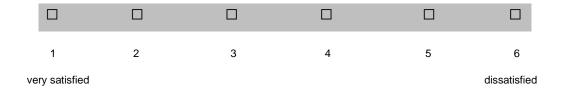
How satisfied are you with the quality of our services and products?



note

#### Question 2

How satisfied are you with our delivery reliability?



note

#### **Question 3**

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



Nummer: 9.1.1.2\_FB Version: 01.01 Seite:

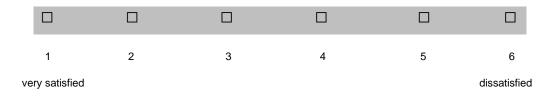
2 von 3

# **Customer Satisfaction Questionnaire**



#### **Question 4**

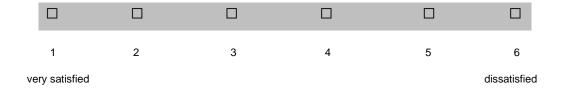
How would you rate ecco-rail's performance compared to the previous year?



note

#### **Question 5**

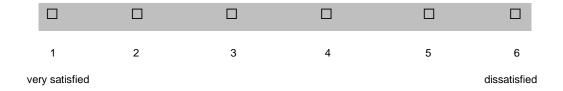
How satisfied are you with the planning, control and management of service provision?



note

## **Question 6**

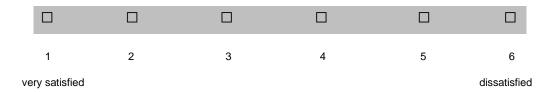
How do you rate the handling of unforeseen events?



note

#### **Question 7**

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



Nummer: 9.1.1.2\_FB

Version: 01.01

Seite: 3 von 3

# **Customer Satisfaction Questionnaire**



## **Question 8**

Do you have any suggestions or v	wishes as to how we can improve in the future?
Company/Department:	
Function:	
Place, Date	Name, Signature