

Customer satisfaction form

Notes for evaluation: rating scale from 1 to 5, where 1 = "not at all" and 5 = "expectations exceeded".

Are your needs fully and exhaustive understood?



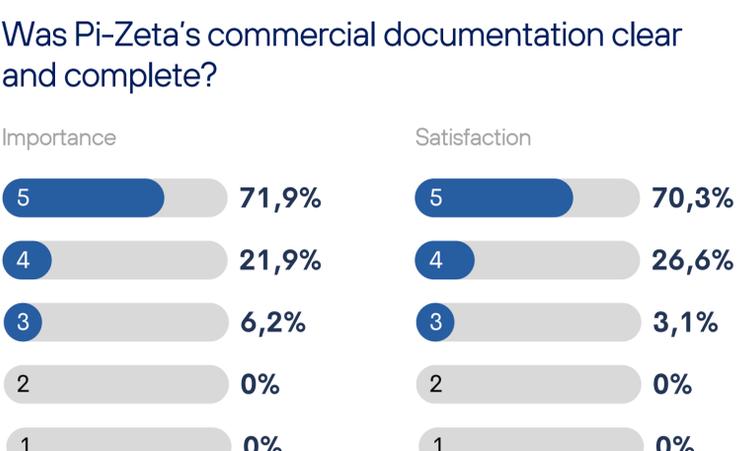
Are the answers to your requests fast and timely?



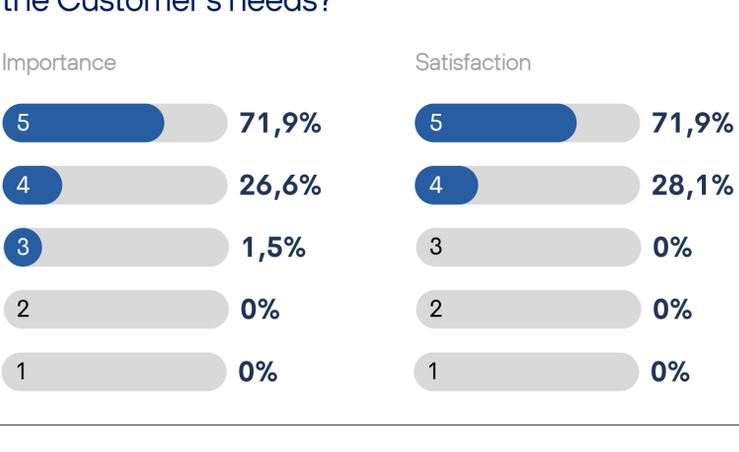
Were communications with Sales clear, timely, and comprehensive?



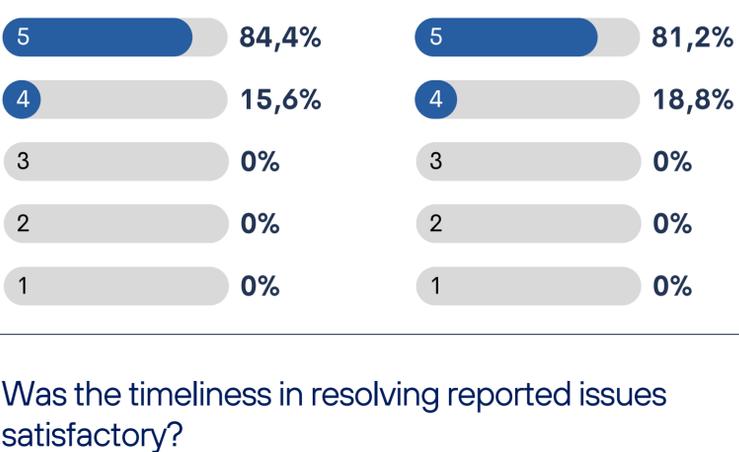
Was the level of collaboration and professionalism in problem solving at the highest level?



Was Pi-Zeta's commercial documentation clear and complete?



Was Pi-Zeta's operational staff able to understand the Customer's needs?



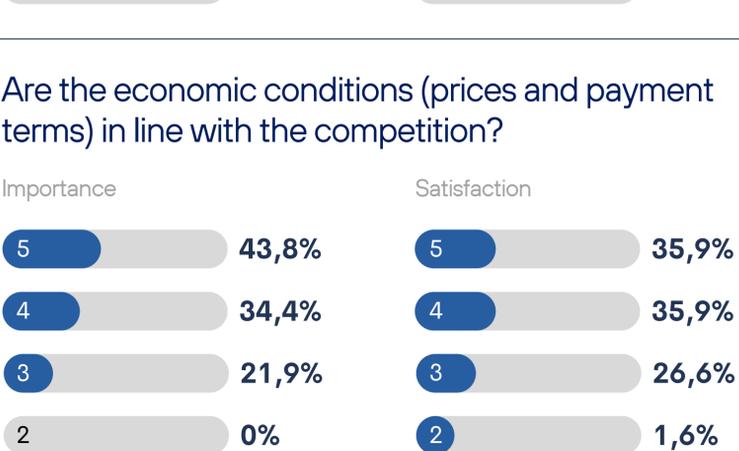
Was the supplied product in line with what was agreed?



Was the timeliness in resolving reported issues satisfactory?



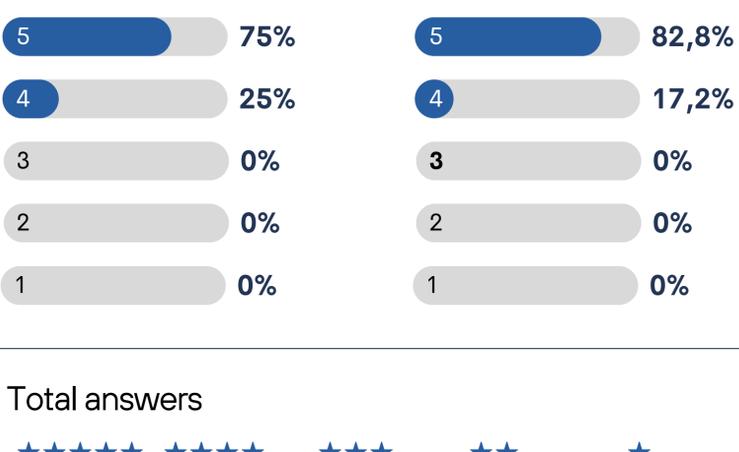
Were delivery times as expected?



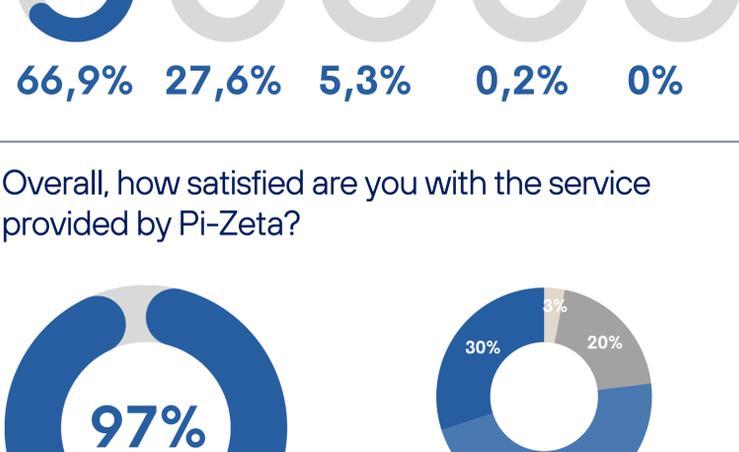
How do you rate the product quality compared to the previous year?



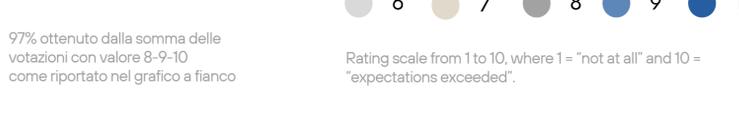
Are the economic conditions (prices and payment terms) in line with the competition?



Is after-sales support timely, effective, and satisfactory?



Is the operational staff kind and courteous?



Total answers

Overall, how satisfied are you with the service provided by Pi-Zeta?

97% ottenuto dalla somma delle votazioni con valore 8-9-10 come riportato nel grafico a fianco

Rating scale from 1 to 10, where 1 = "not at all" and 10 = "expectations exceeded".