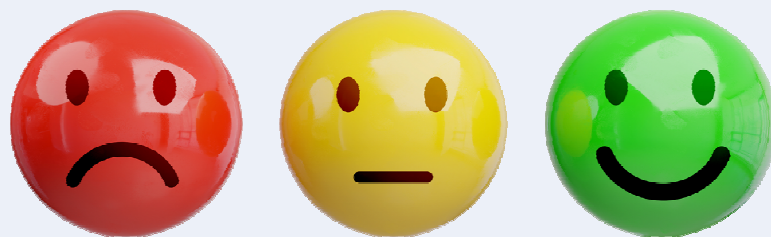
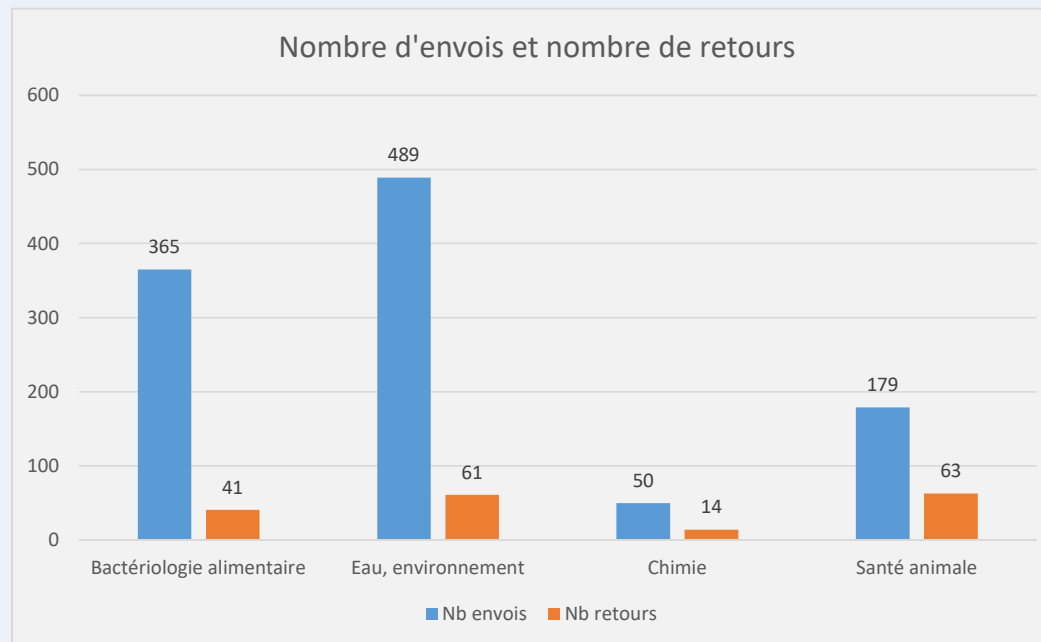




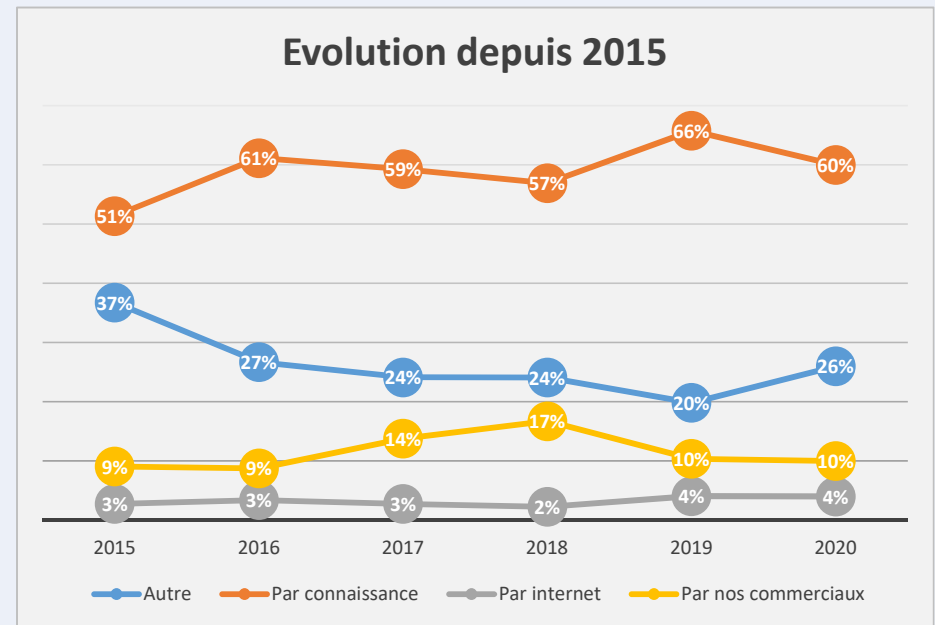
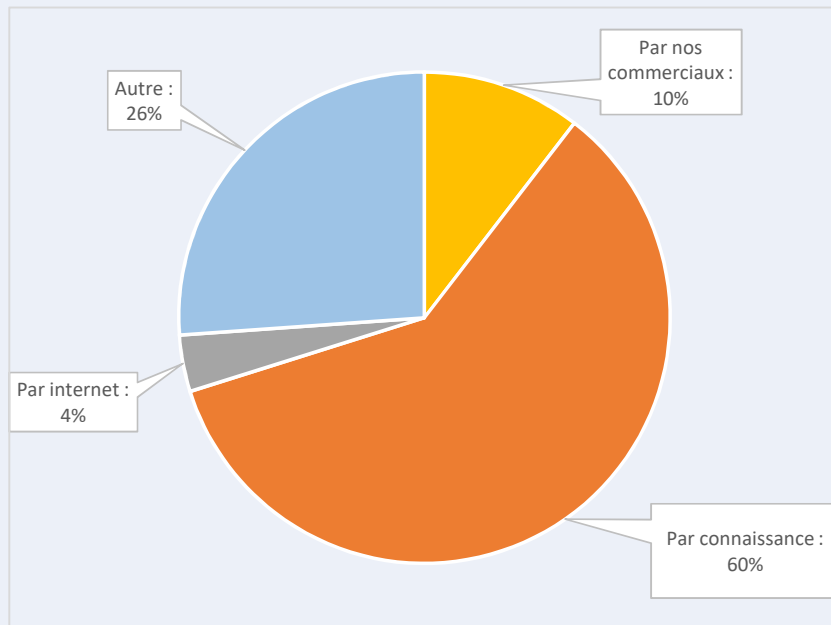
Enquête de satisfaction 2020



L'enquête de satisfaction a été réalisée du 26/11 au 23/12/2020 auprès de 777 clients.
Nous avons obtenu 134 réponses soit un taux de réponse de 17%.

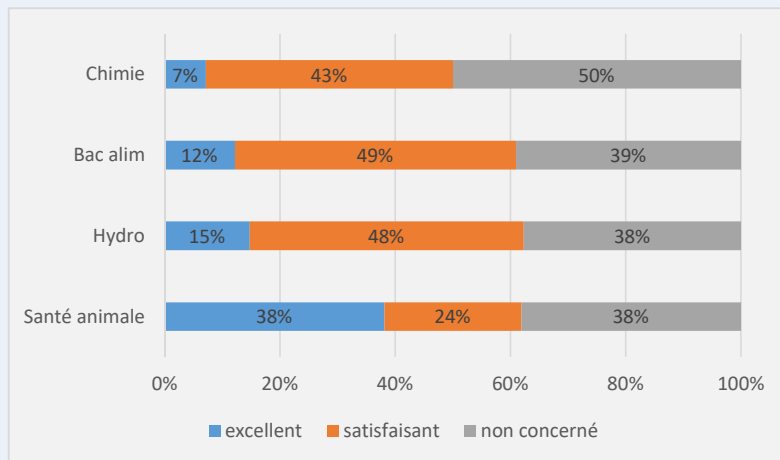
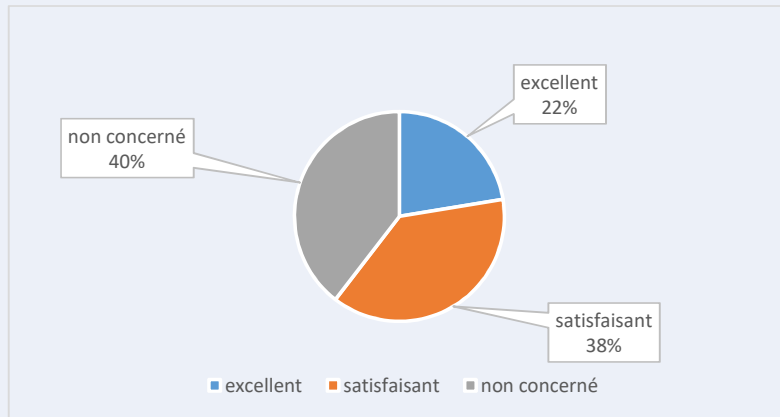


Comment avez-vous connu notre laboratoire ?

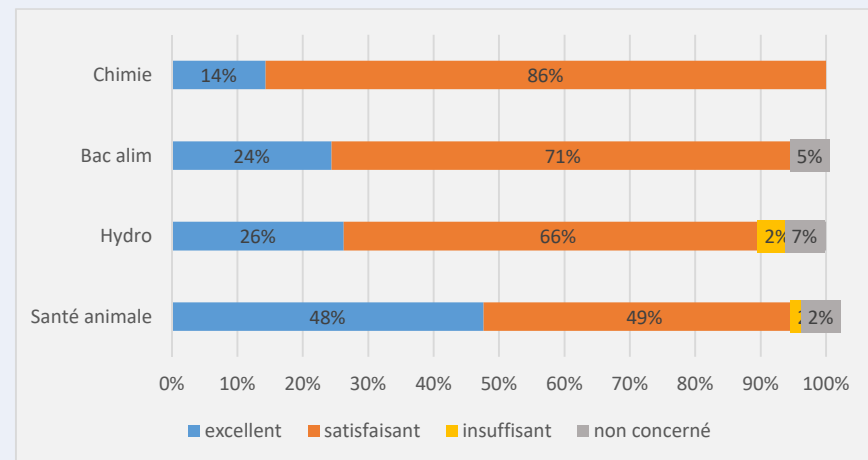
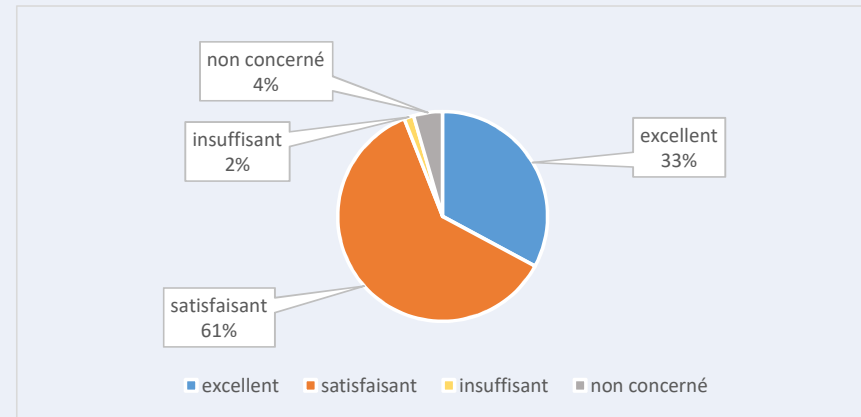


Que pensez-vous des horaires ?

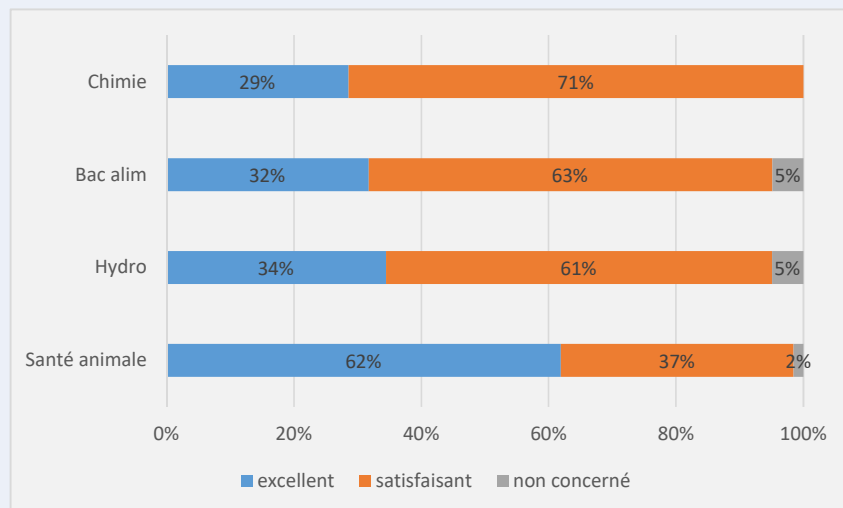
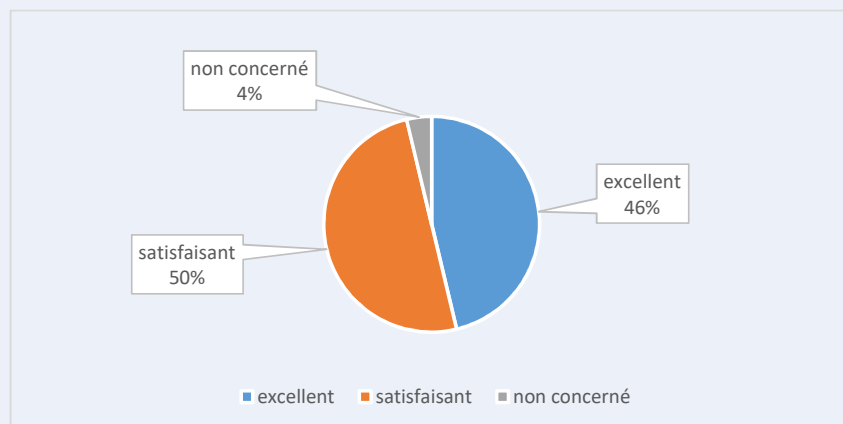
Accueil physique



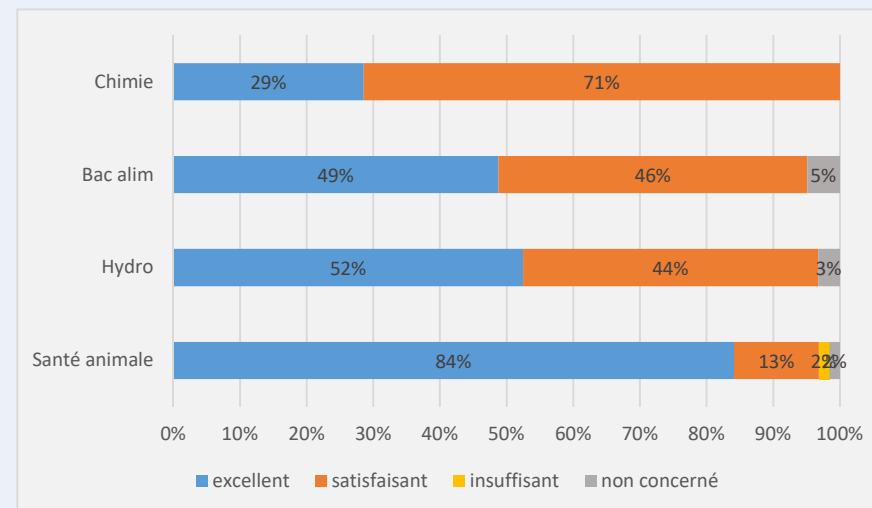
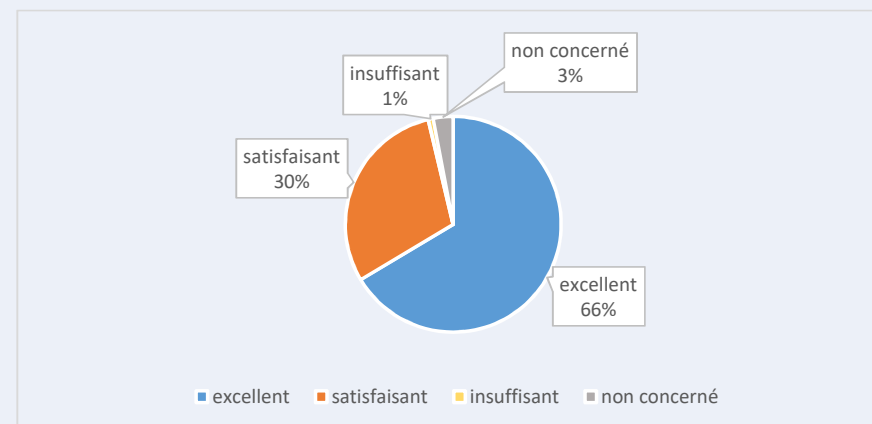
Accueil téléphonique



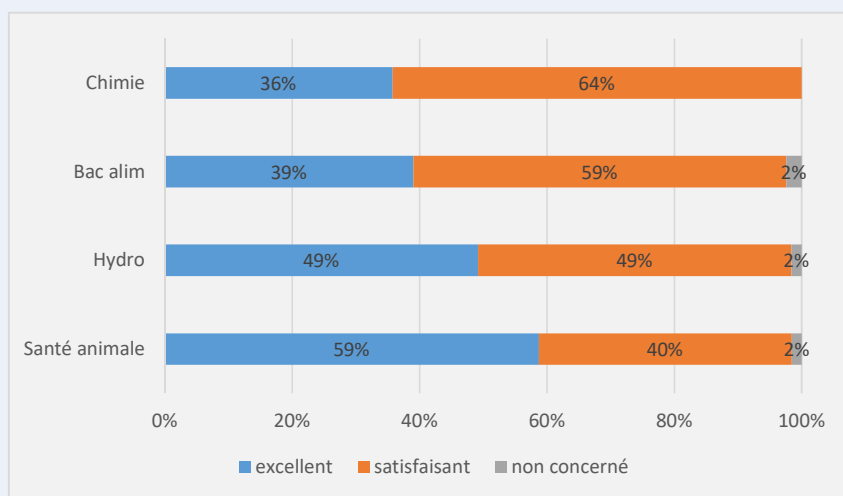
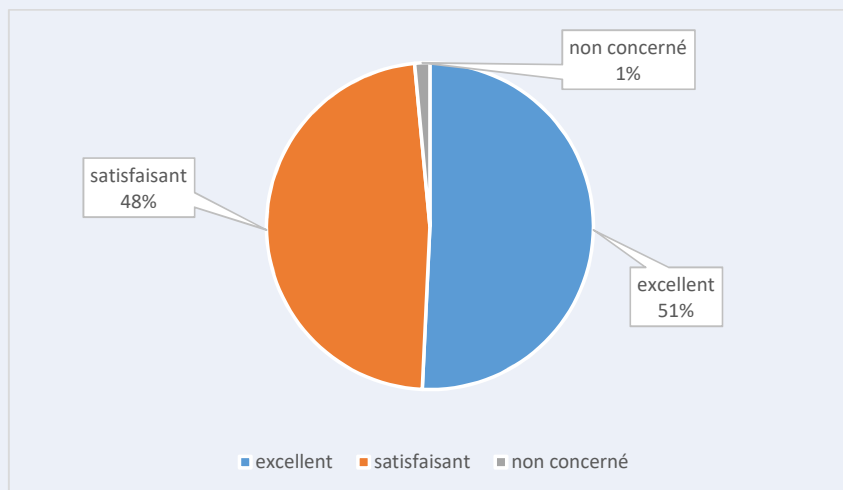
Prise en charge de votre appel



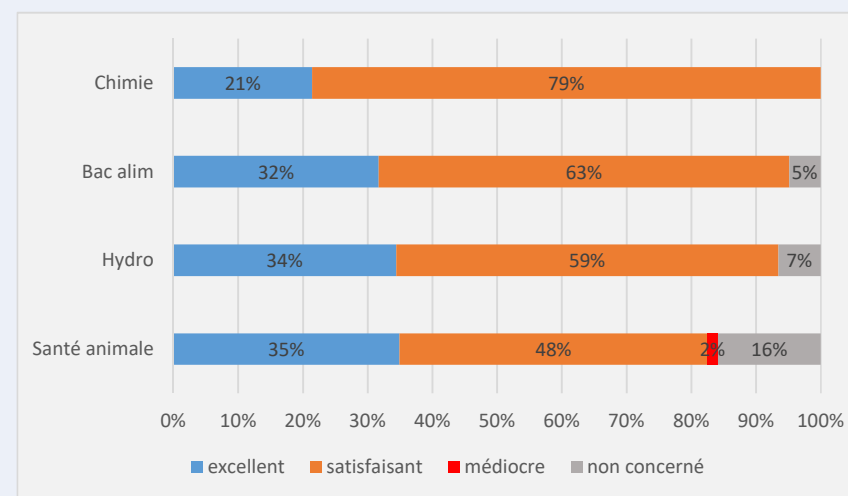
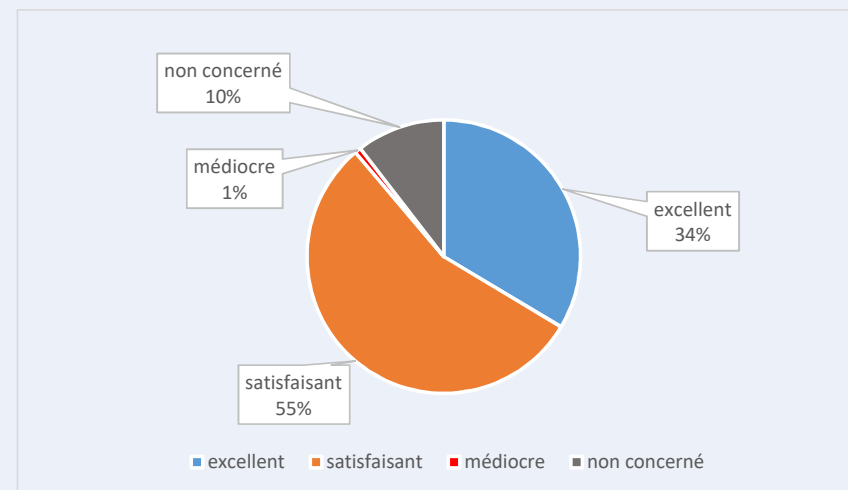
Amabilité de votre interlocuteur



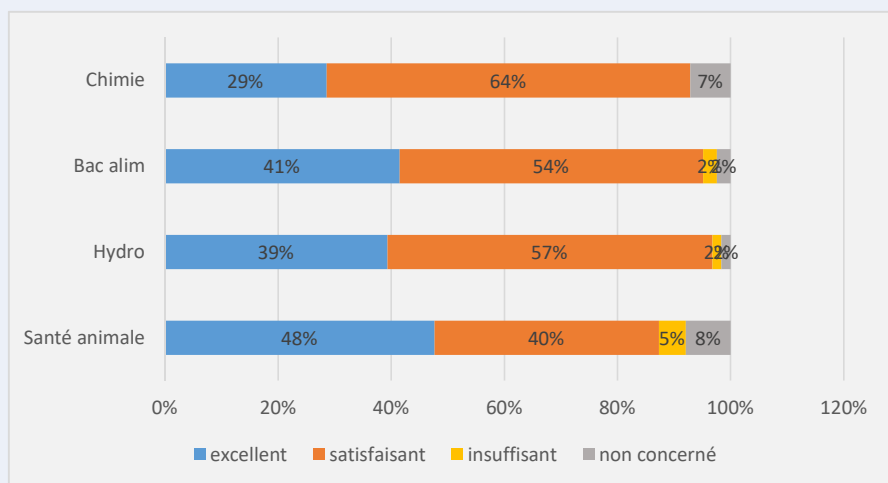
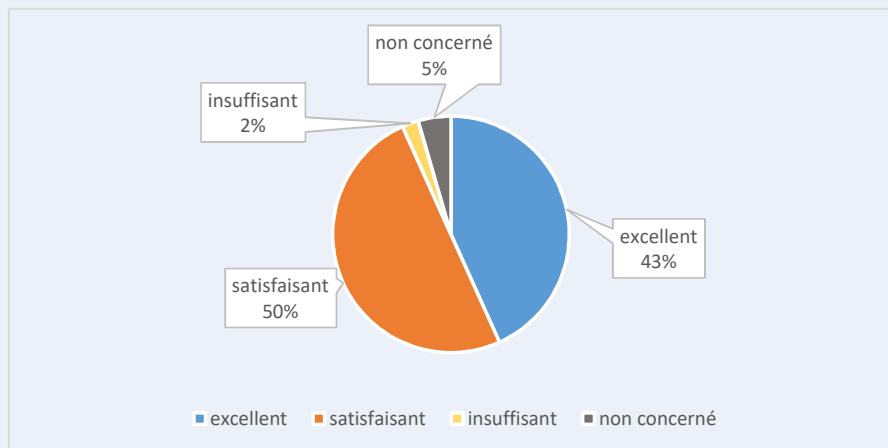
Compréhension de votre demande et réactivité de la réponse apportée



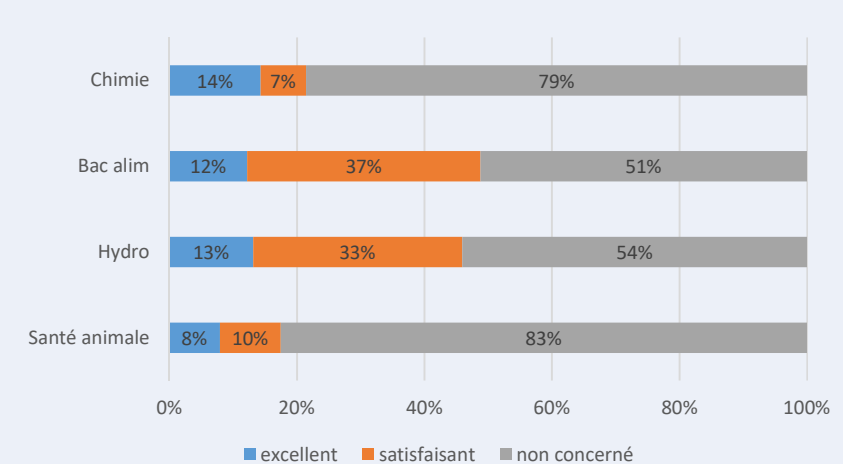
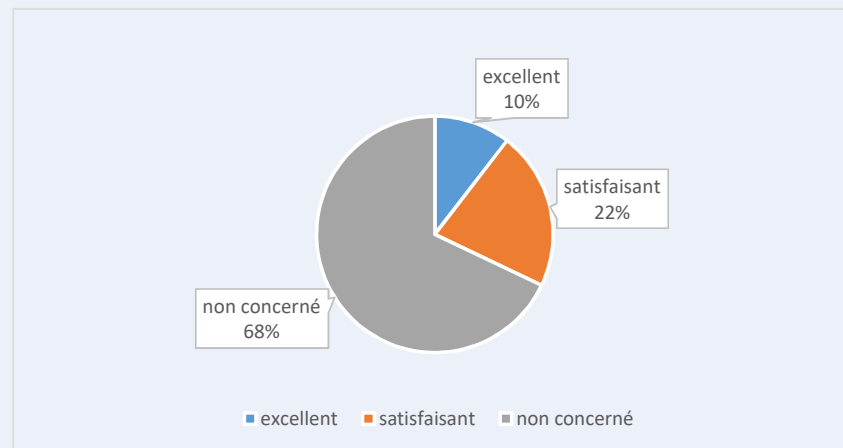
Clarté des propositions et devis



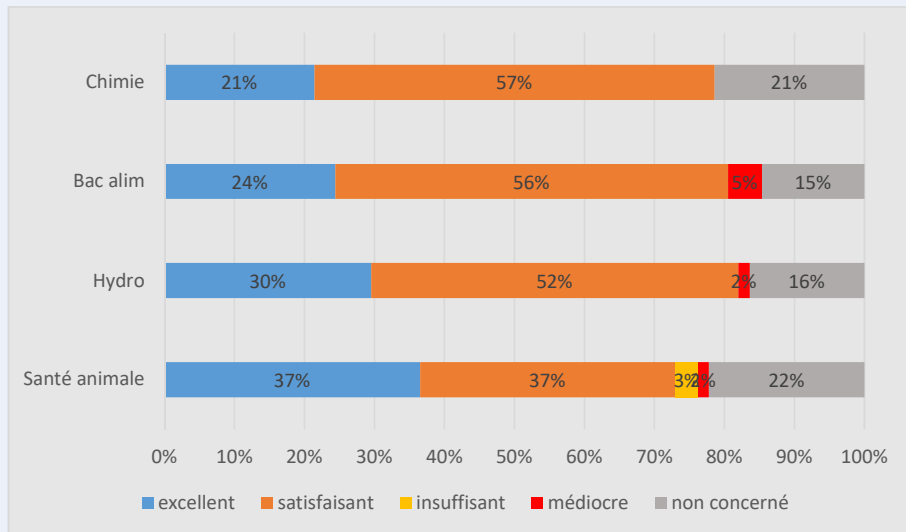
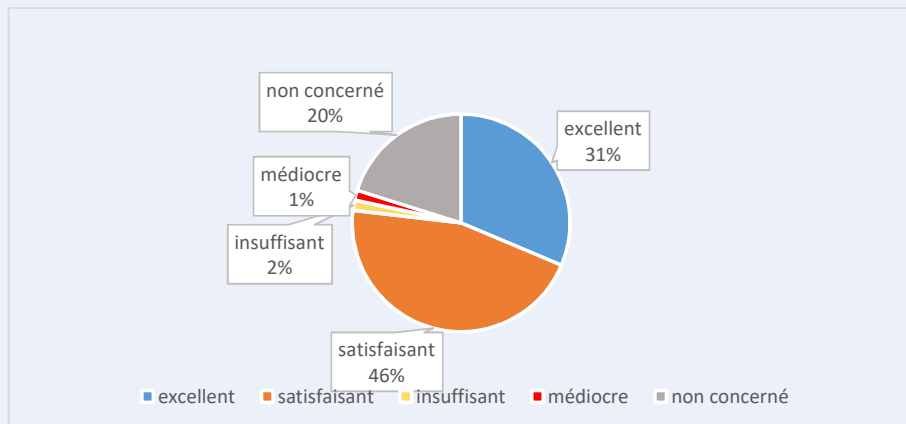
Renseignements techniques sur les analyses



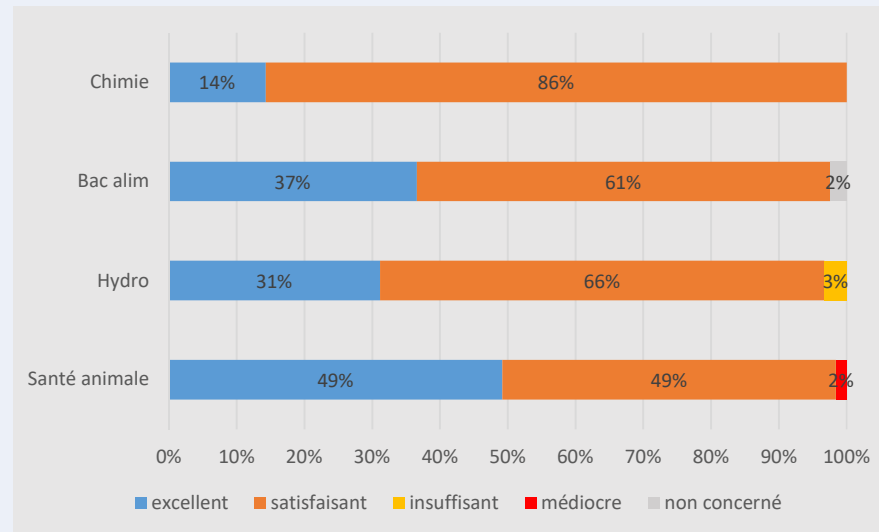
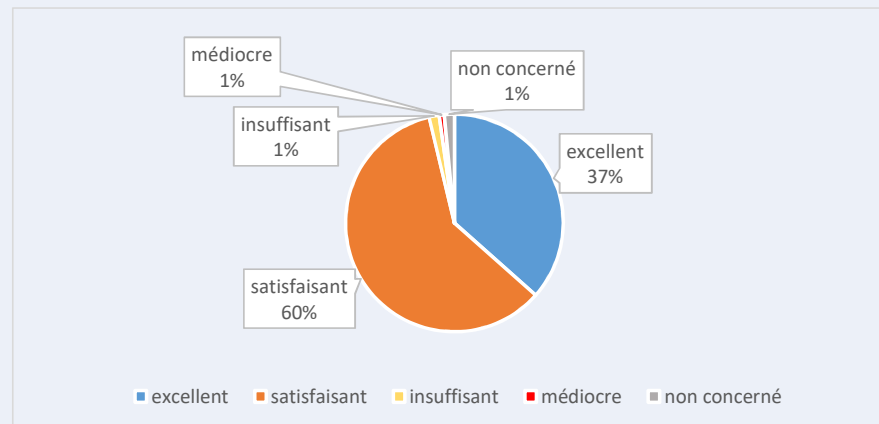
Formations / Audits



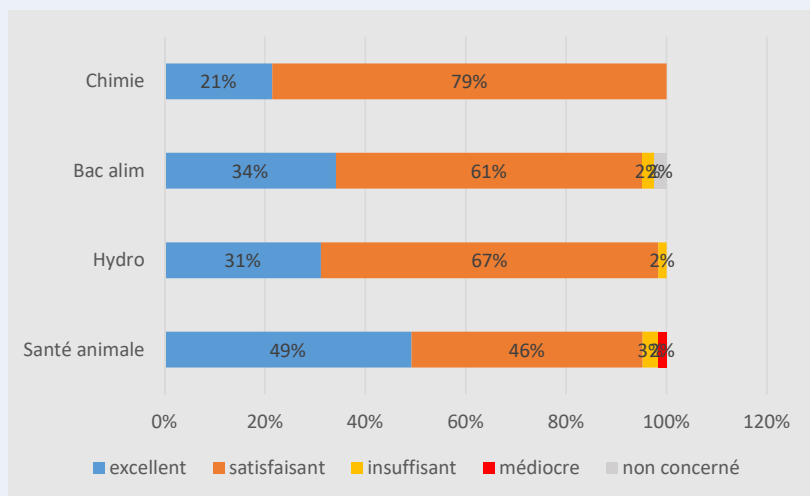
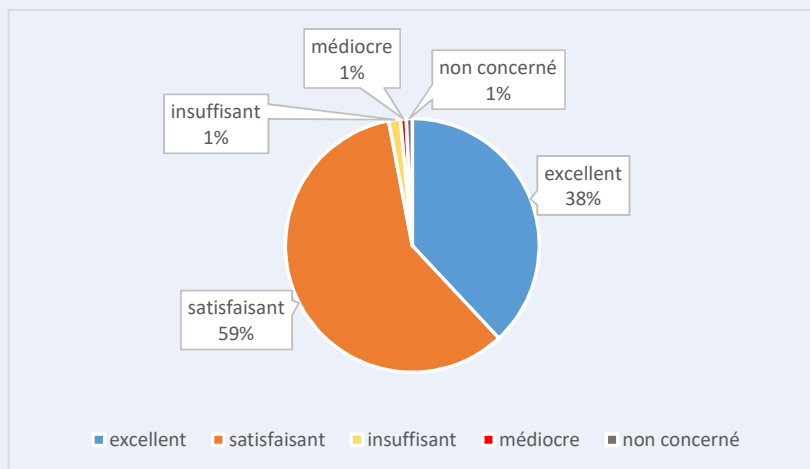
Prélèvements / acheminement des échantillons



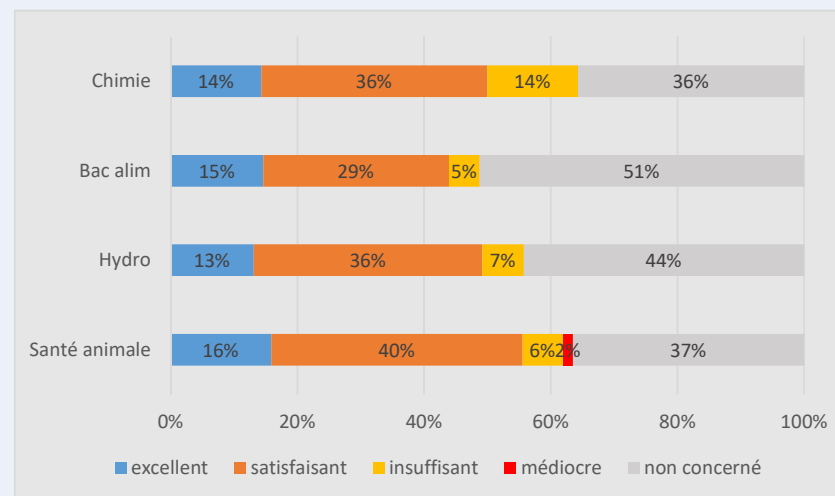
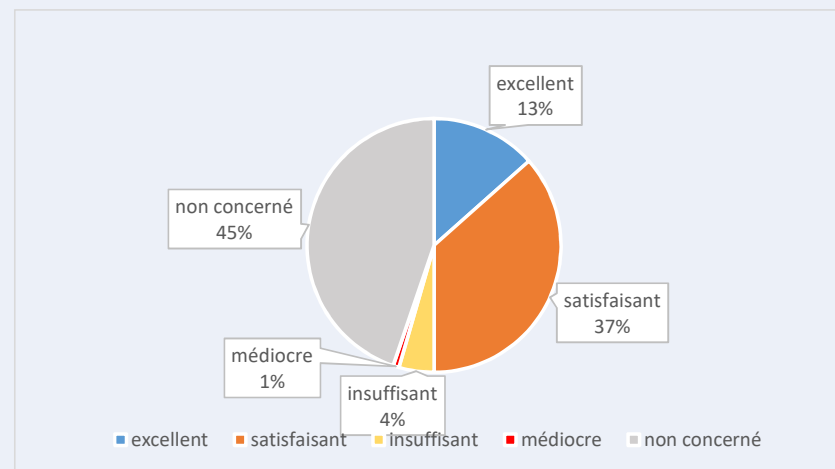
Délai d'analyse



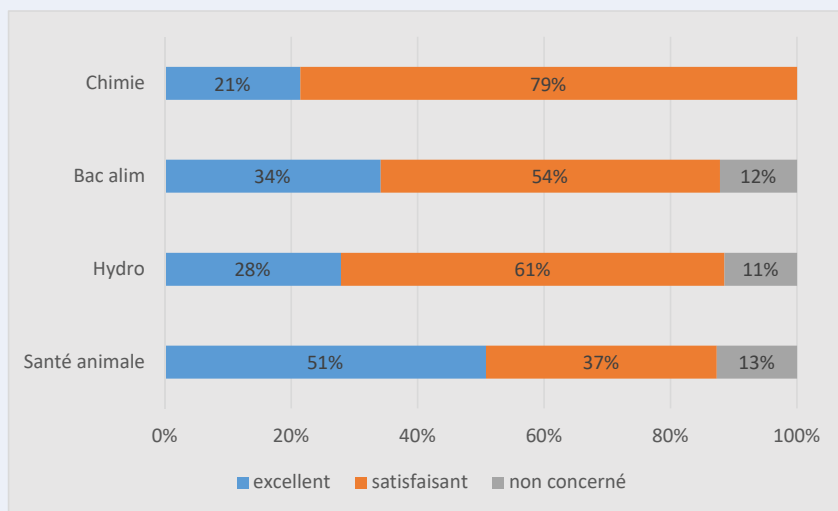
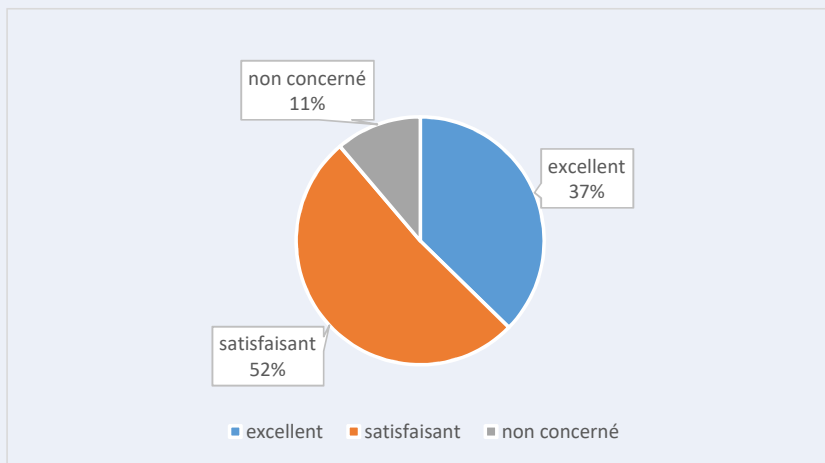
Clarté des résultats



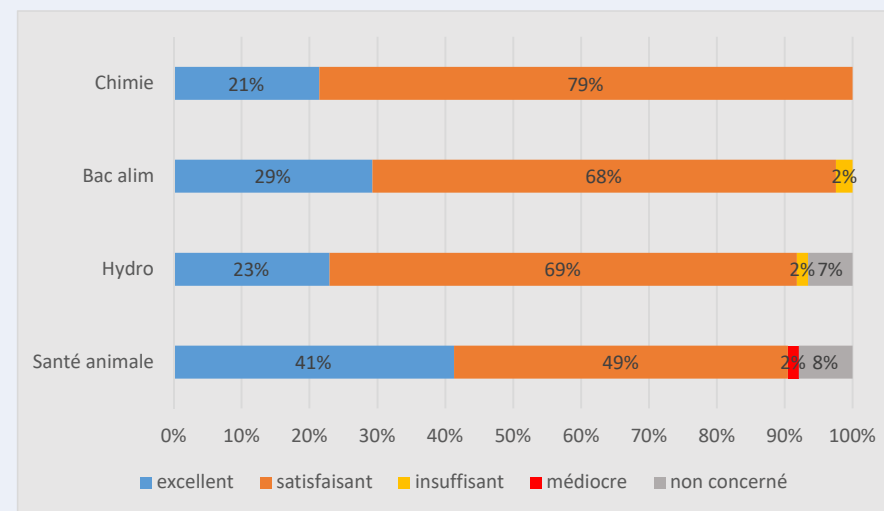
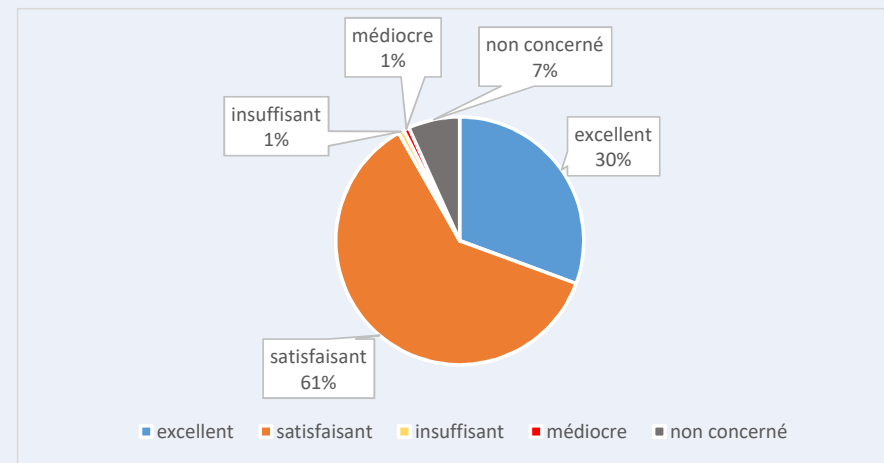
Que pensez-vous de notre extranet ?



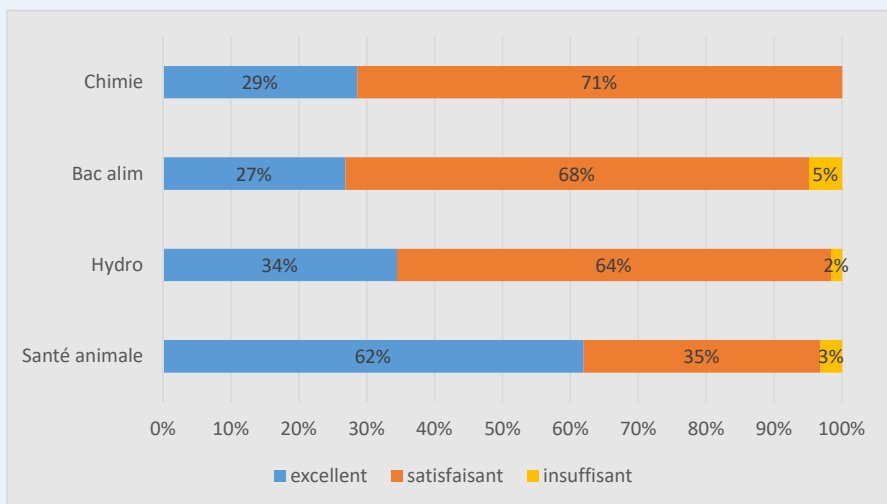
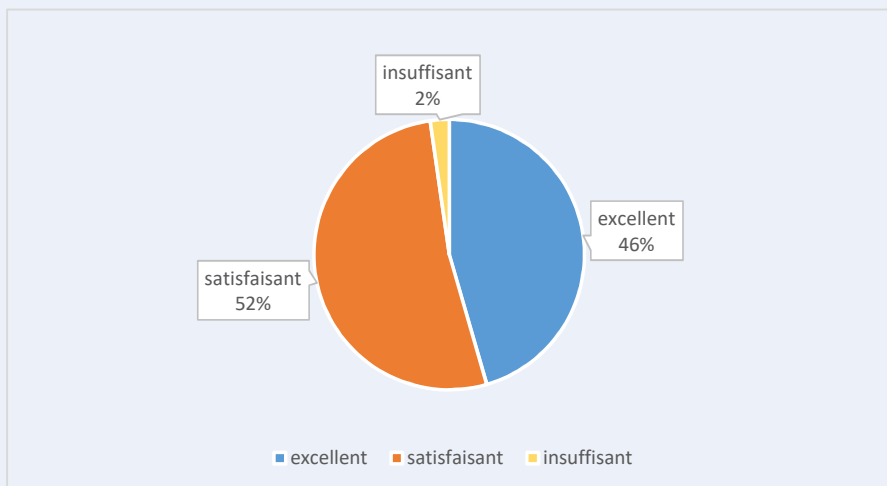
Discrétion et confidentialité



Précision et clarté des factures



Appréciation globale



Quelles sont les raisons de votre collaboration avec Aveyron Labo ?

