

Dear Customer, **SINAPSI** has always been committed to the research for customer satisfaction. Please would you assess the following aspects, in terms of product/service provided and in terms of importance. **The data will only be used internally, in compliance with Law 196/2003 regarding Privacy.**

HOW DID YOU FIND OUT ABOUT SINAPSI?     OTHER CUSTOMERS     INTERNET     FAIR .....     MAGAZINE .....    OTHER .....

<b>PRODUCT/SERVICE</b>	
LEVEL OF QUALITY	<input type="checkbox"/> INSUFFICIENT <input type="checkbox"/> SUFFICIENT <input type="checkbox"/> GOOD <input type="checkbox"/> EXCELLENT
QUALITY – PRICE RATIO	<input type="checkbox"/> INSUFFICIENT <input type="checkbox"/> SUFFICIENT <input type="checkbox"/> GOOD <input type="checkbox"/> EXCELLENT
EFFECTIVENESS OF THE REPORTS	<input type="checkbox"/> INSUFFICIENT <input type="checkbox"/> SUFFICIENT <input type="checkbox"/> GOOD <input type="checkbox"/> EXCELLENT
RAPIDITY OF HANDLING PROBLEMS	<input type="checkbox"/> INSUFFICIENT <input type="checkbox"/> SUFFICIENT <input type="checkbox"/> GOOD <input type="checkbox"/> EXCELLENT
<b>STAFF EXPERTISE/AVAILABILITY</b>	
SALES	<input type="checkbox"/> INSUFFICIENT <input type="checkbox"/> SUFFICIENT <input type="checkbox"/> GOOD <input type="checkbox"/> EXCELLENT
TECHNICAL	<input type="checkbox"/> INSUFFICIENT <input type="checkbox"/> SUFFICIENT <input type="checkbox"/> GOOD <input type="checkbox"/> EXCELLENT
ADMINISTRATION	<input type="checkbox"/> INSUFFICIENT <input type="checkbox"/> SUFFICIENT <input type="checkbox"/> GOOD <input type="checkbox"/> EXCELLENT
<b>AFTER-SALES SERVICES</b>	
RESPONSE TIMES	<input type="checkbox"/> INSUFFICIENT <input type="checkbox"/> SUFFICIENT <input type="checkbox"/> GOOD <input type="checkbox"/> EXCELLENT
RESPONSE EFFECTIVENESS	<input type="checkbox"/> INSUFFICIENT <input type="checkbox"/> SUFFICIENT <input type="checkbox"/> GOOD <input type="checkbox"/> EXCELLENT
HOURS AVAILABLE	<input type="checkbox"/> INSUFFICIENT <input type="checkbox"/> SUFFICIENT <input type="checkbox"/> GOOD <input type="checkbox"/> EXCELLENT
WOULD YOU PREFER ANOTHER TIME BAND?	<input type="checkbox"/> INDIFFERENT <input type="checkbox"/> NO <input type="checkbox"/> YES WHICH: .....
<b>RELATIONSHIP WITH COMPETITORS</b>	
QUALITY OF THE PRODUCTS	<input type="checkbox"/> INSUFFICIENT <input type="checkbox"/> SUFFICIENT <input type="checkbox"/> GOOD <input type="checkbox"/> EXCELLENT
PRODUCTS PRICE	<input type="checkbox"/> INSUFFICIENT <input type="checkbox"/> SUFFICIENT <input type="checkbox"/> GOOD <input type="checkbox"/> EXCELLENT
AFTER-SALES SERVICE	<input type="checkbox"/> INSUFFICIENT <input type="checkbox"/> SUFFICIENT <input type="checkbox"/> GOOD <input type="checkbox"/> EXCELLENT
<b>DO YOU BELIEVE ARE THERE ASPECTS OF THE PRODUCTS/SERVICES THAT CAN BE IMPROVED?</b> <input type="checkbox"/> NO <input type="checkbox"/> YES	
IF YES, WHICH:	
Please forward by Fax to n° +39 075 8014602 or via mail to: <a href="mailto:amministrazione@sinapsitech.it">amministrazione@sinapsitech.it</a> Thank you for your collaboration!	