

CUSTOMER SATISFACTION

Survey Report spring 2016

We conducted a customer survey in spring 2016 and received a total of 170 responses. This report summarizes the results of the survey. Based on the results we analyze our operating methods and develop them further.

GENERAL GRADE

4,2

on a scale from 1 to 5

95%

**would recommend
Papula-Nevinpat**



**We have been
completely happy
with the service.**



CUSTOMER RELATIONSHIP AND GENERAL PERFORMANCE

The key to every well-functioning customer relationship is the ability to serve customers. The contact person's service abilities were evaluated on a scale of 1 to 5. The average of the results was 4.4.

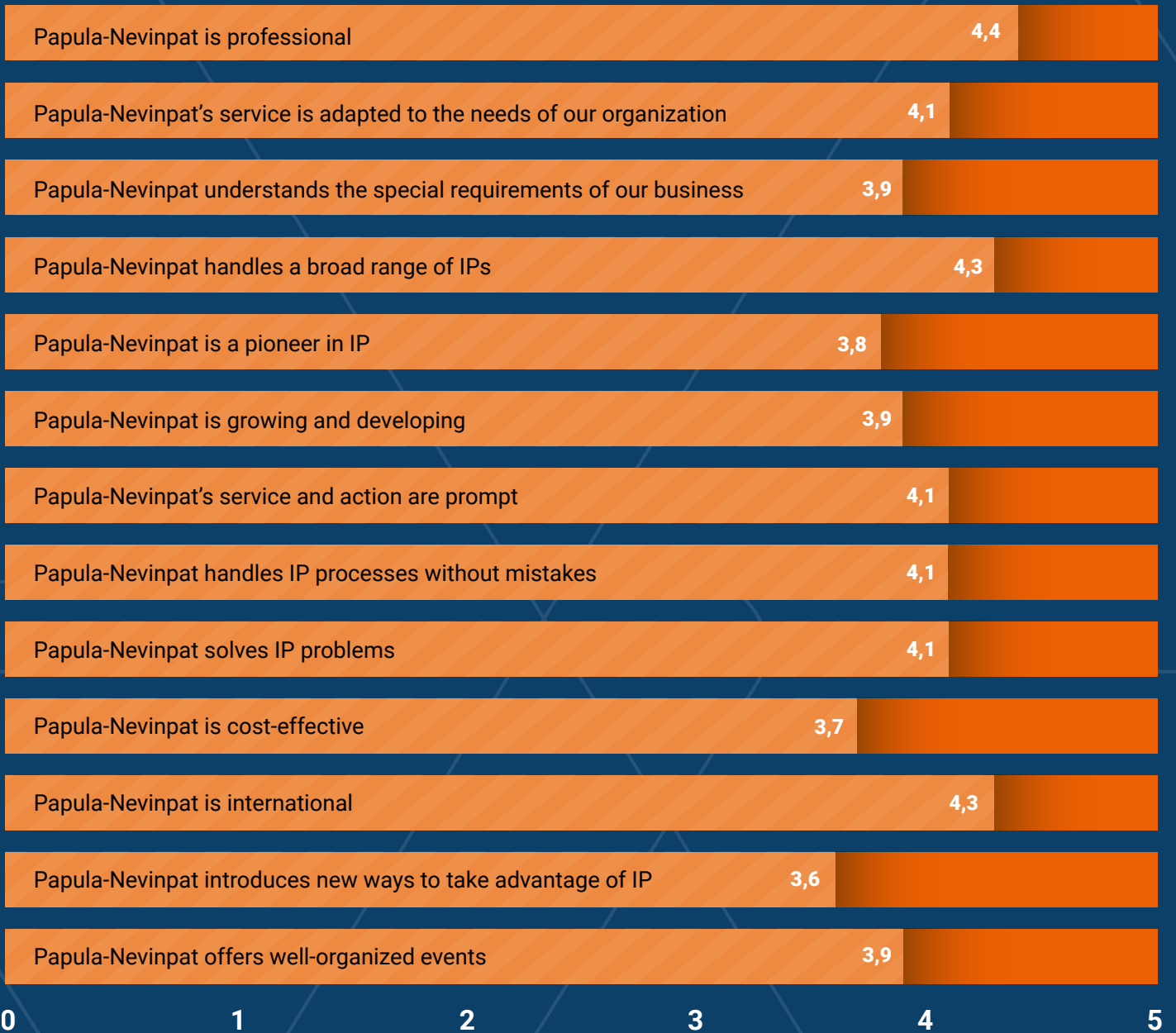
We asked our customers to evaluate Papula-Nevinpat's performance in some important qualities. Competence and smoothness of cooperation were rated the highest. The average of these results was 4.2.



OPERATIONS

Respondents were presented with statements about Papula-Nevinpat's operations.

The statements were estimated on a scale of 1-5



We appreciate your prompt replies.

**Services in the former USSR
countries are very useful.**



PAPULA  NEVINPAT
YOUR EXCLUSIVE RIGHT

More information

Marika Kojo

+358 400 816 384

marika.kojo@papula-nevinpat.com