

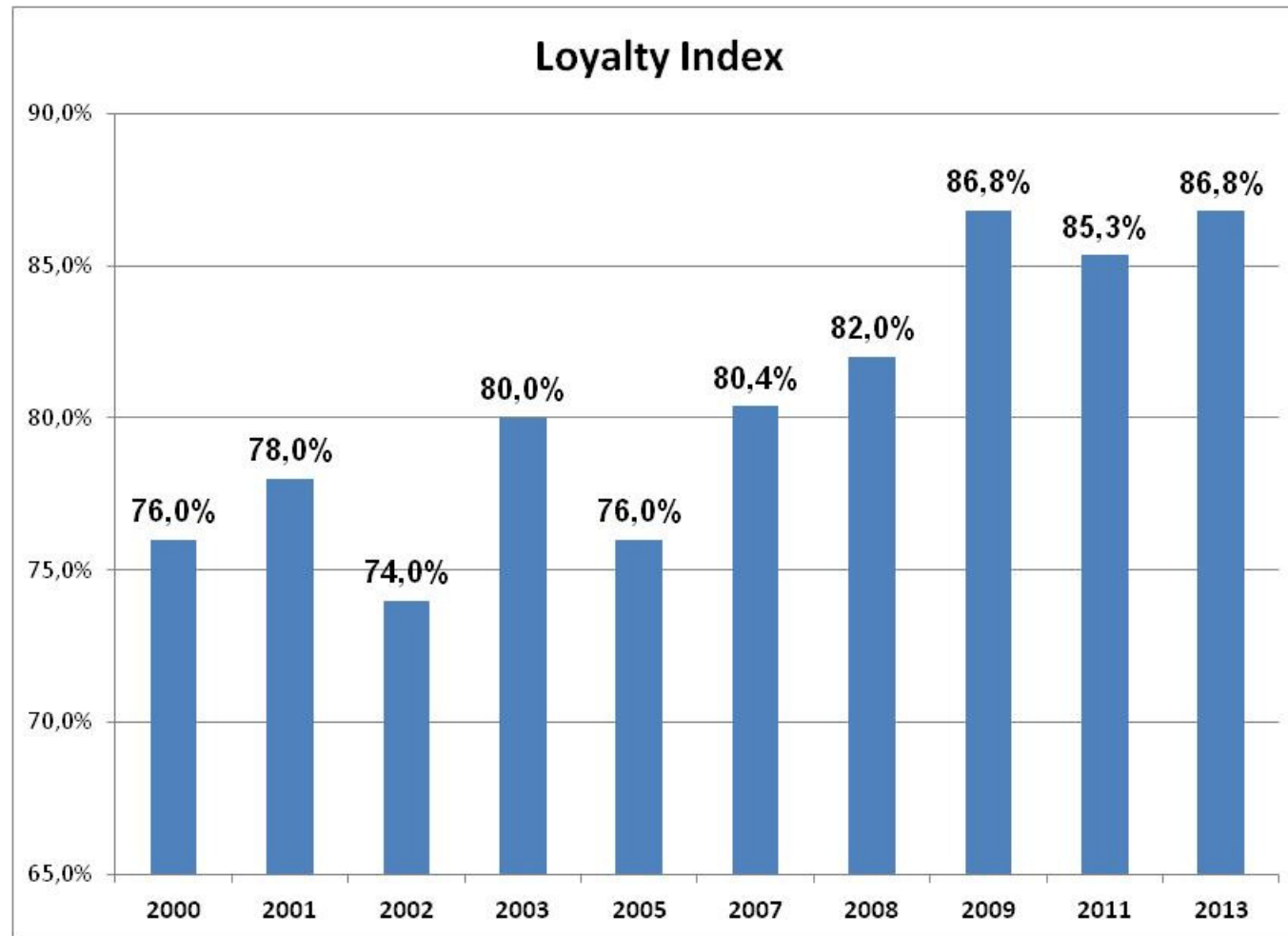
Lyssna & Lär 2013

Resultat, analys och åtgärder

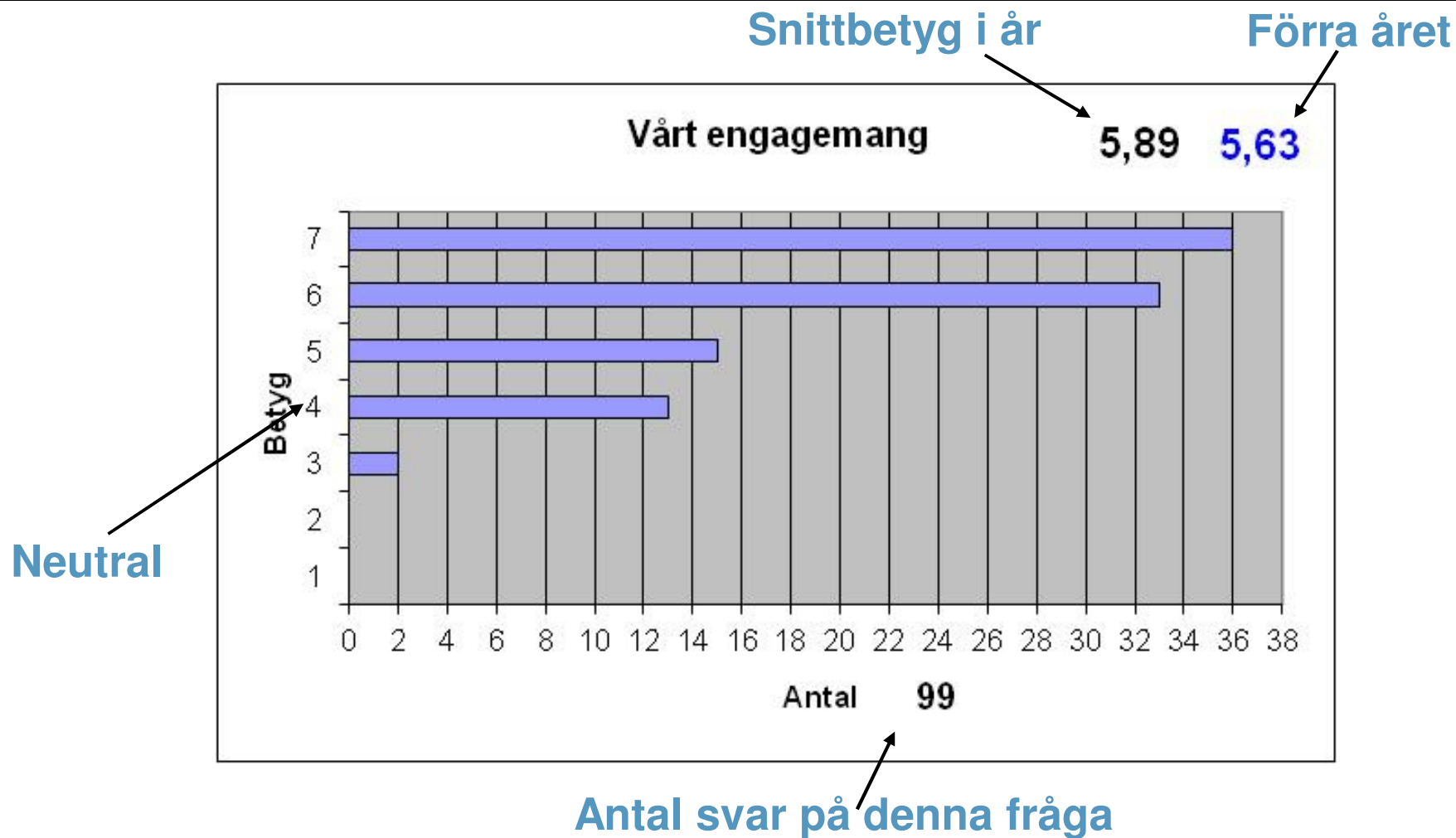
2013-05-07



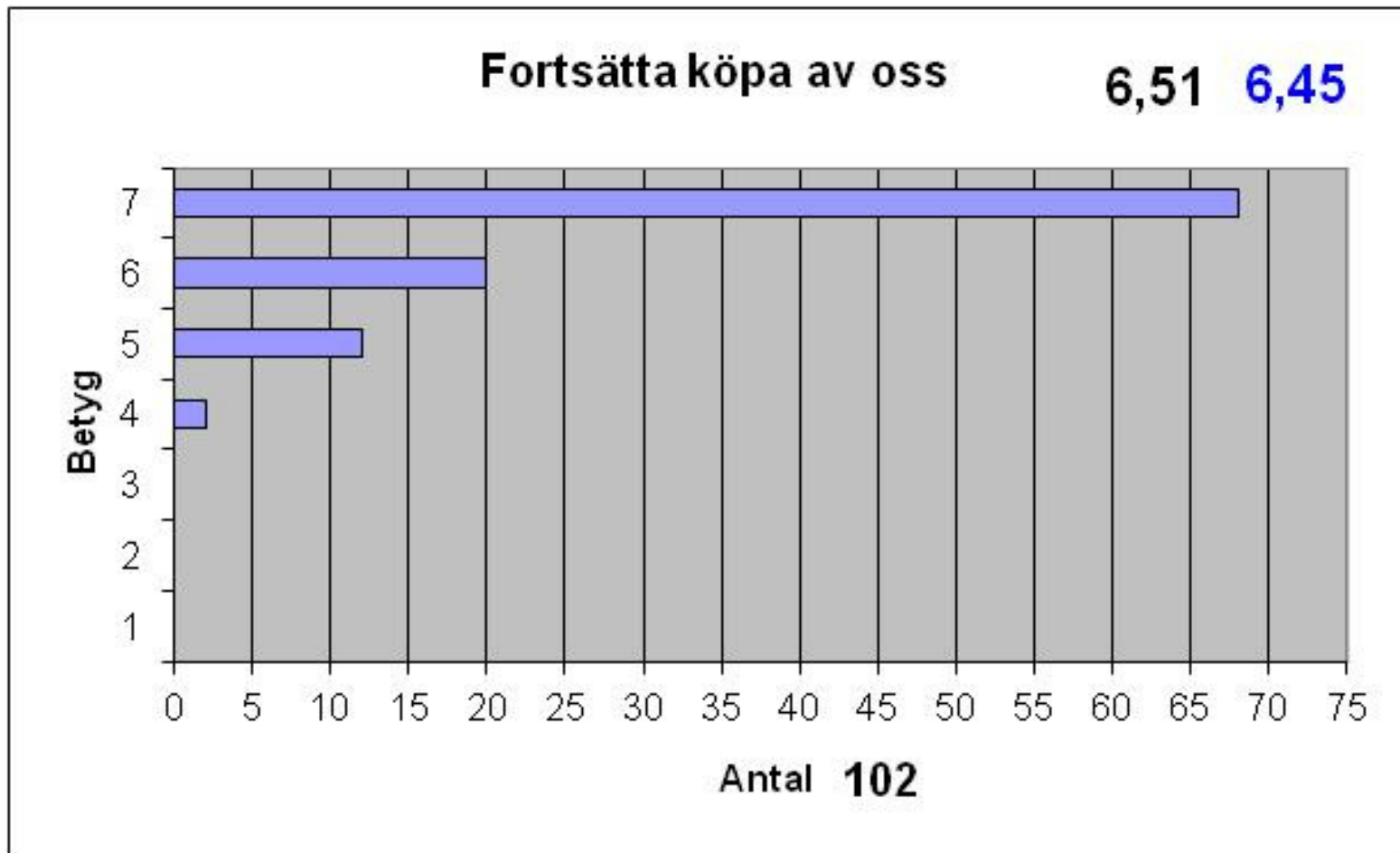
Lojalitetsindex sedan 2000



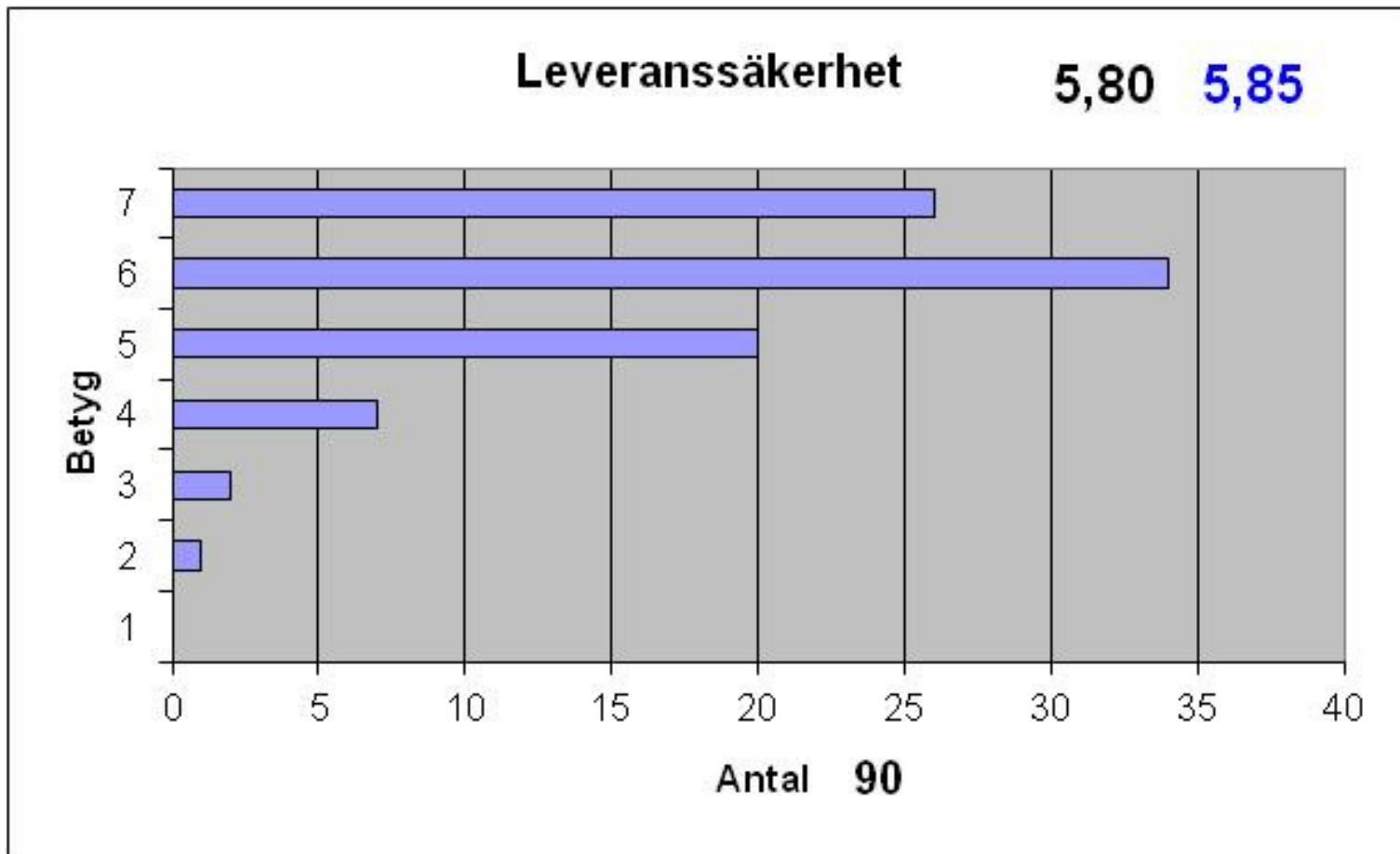
1. Vårt engagemang



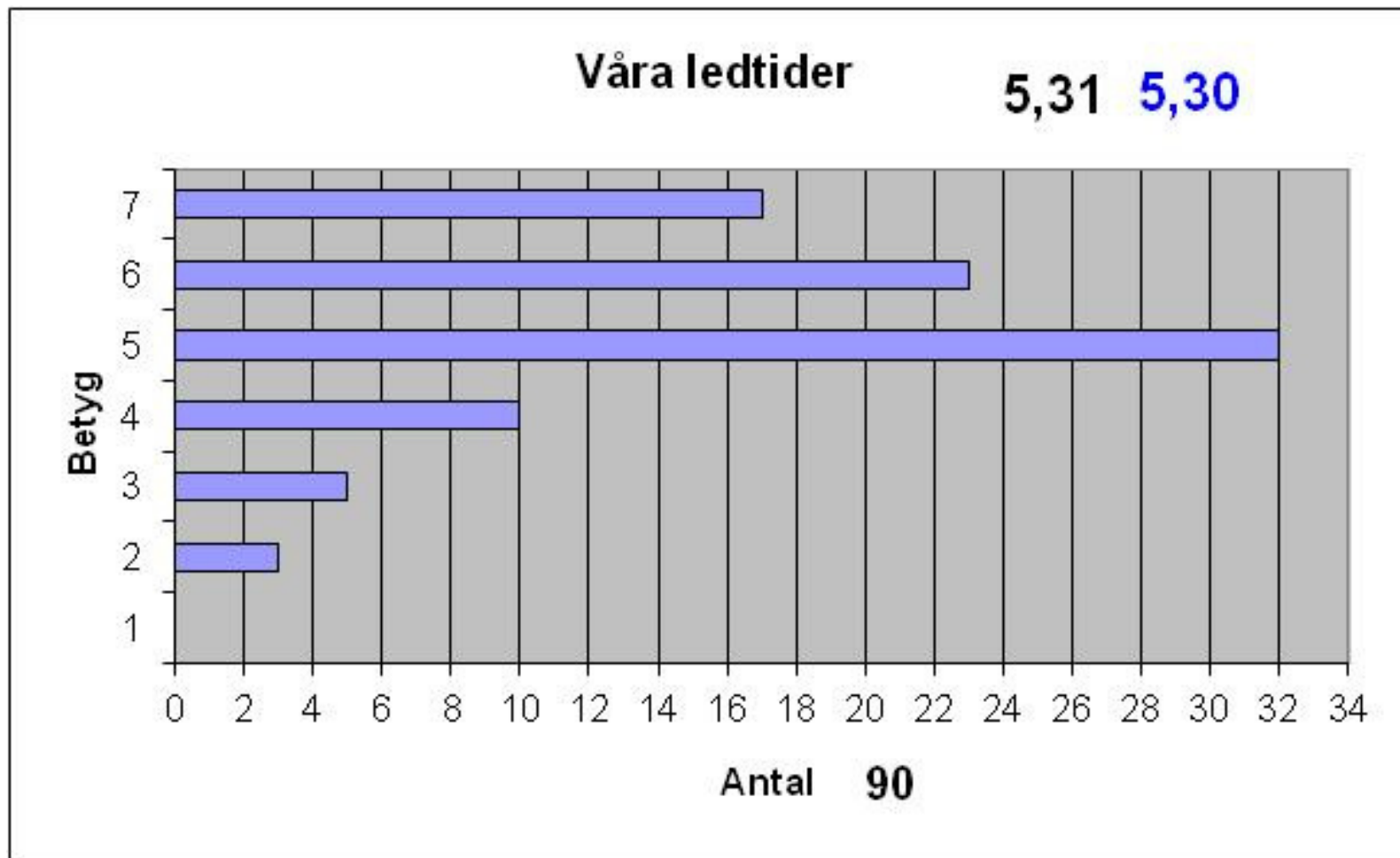
5. Fortsätta göra affärer



6. Leveranssäkerhet

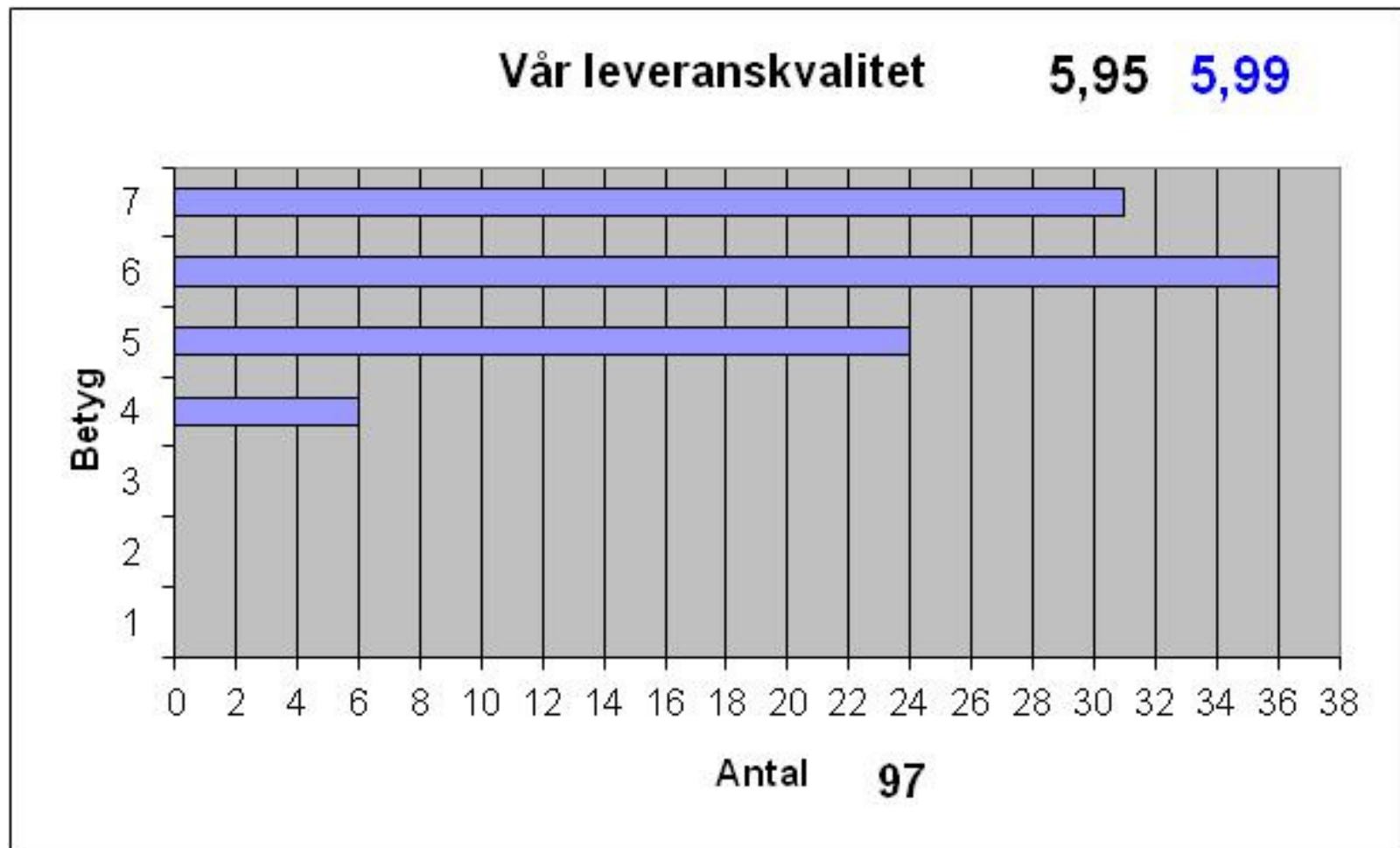


7. Ledtider



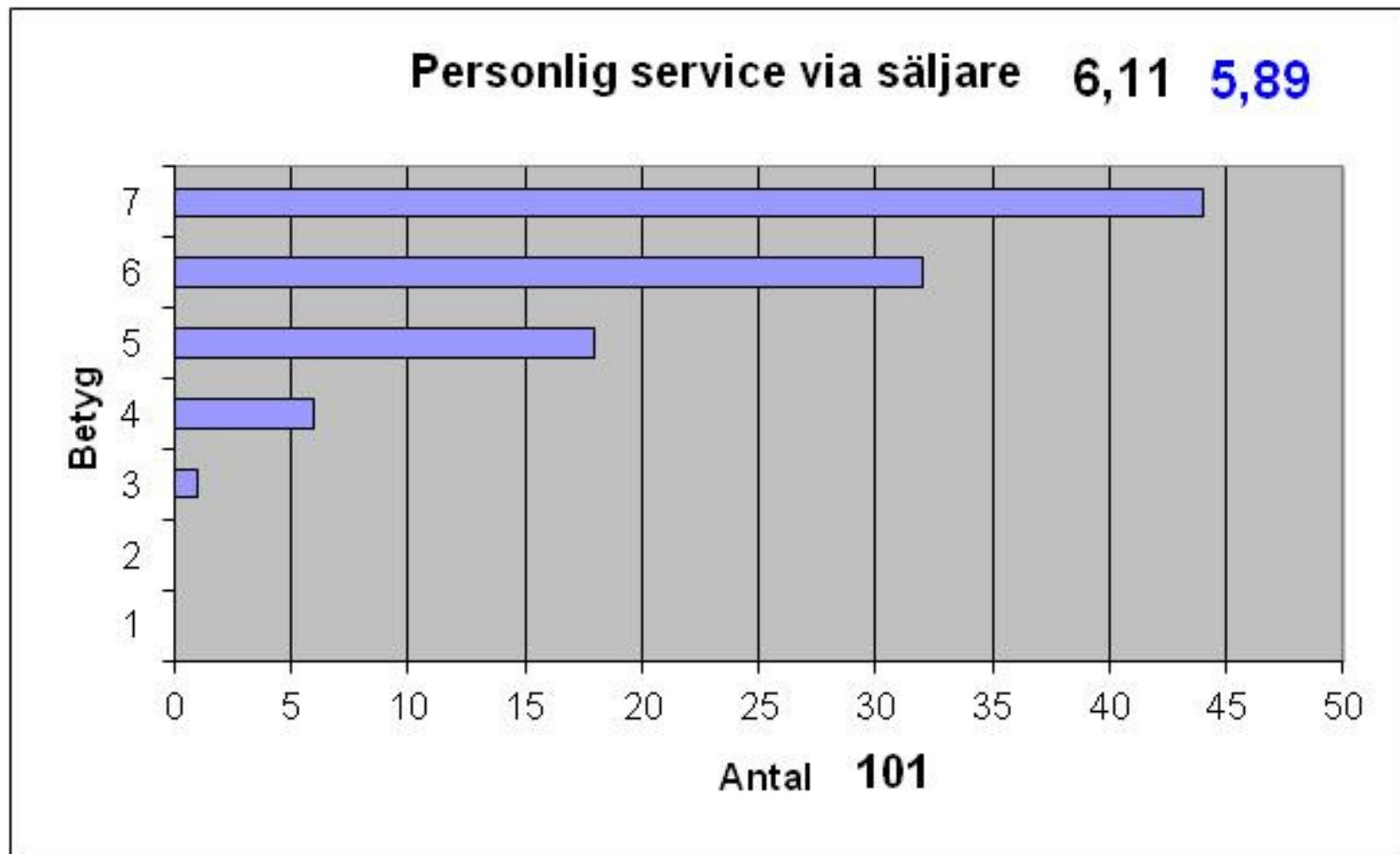
Greger

8. Kvalité



Greger

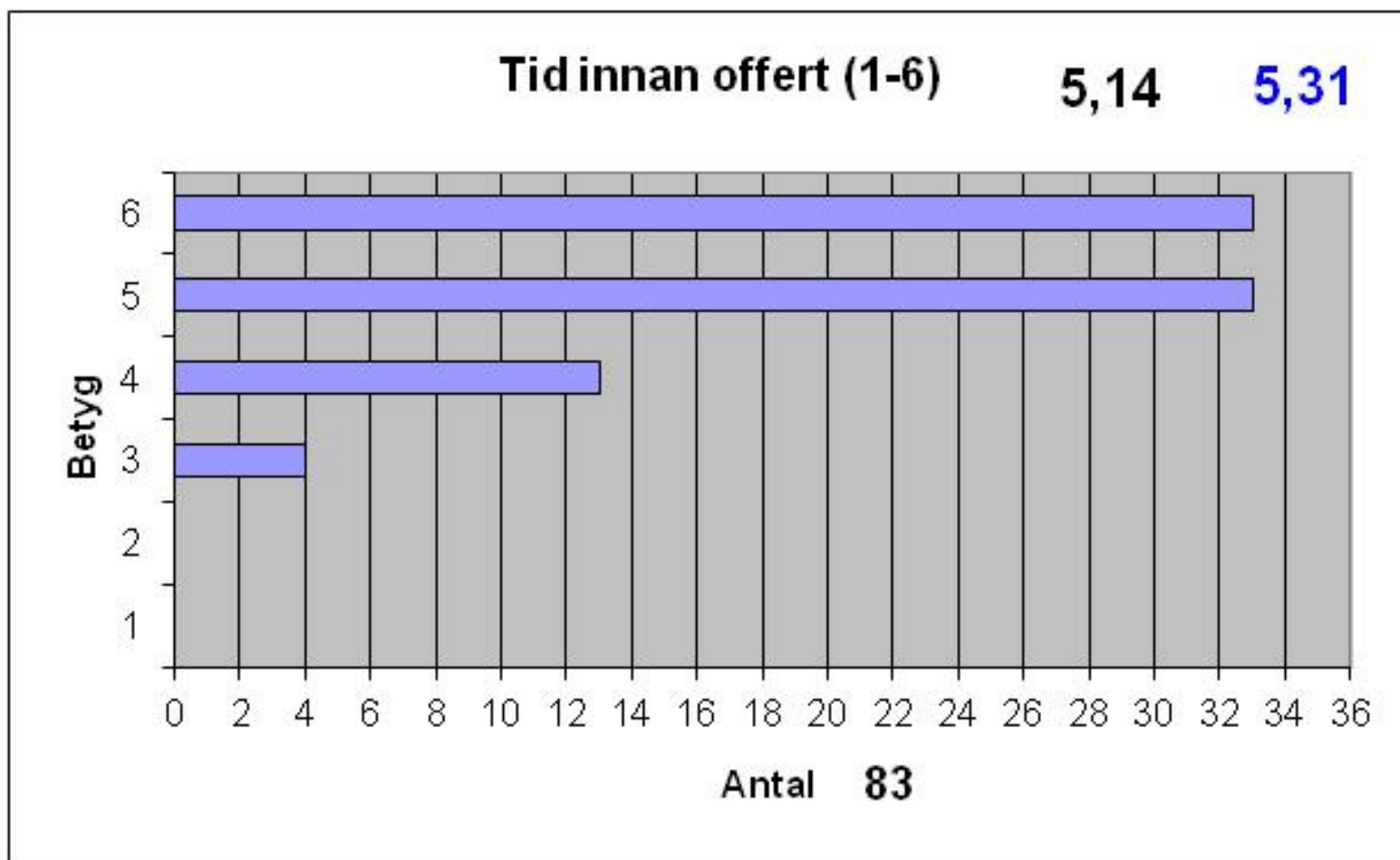
10. Vår kundservice



Greger

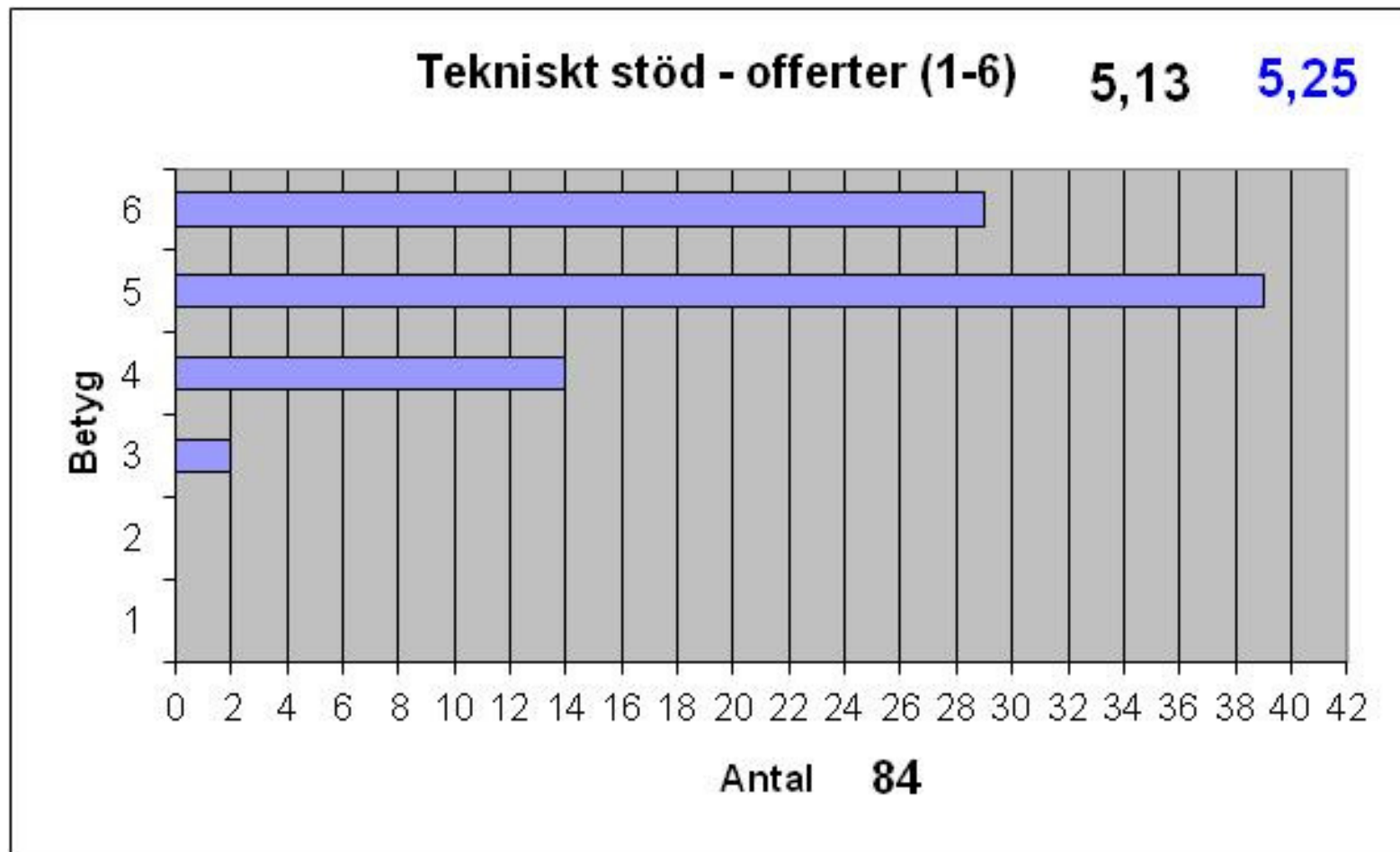
● Lyssna & Lär

11. Tid innan offert (1 – 6)



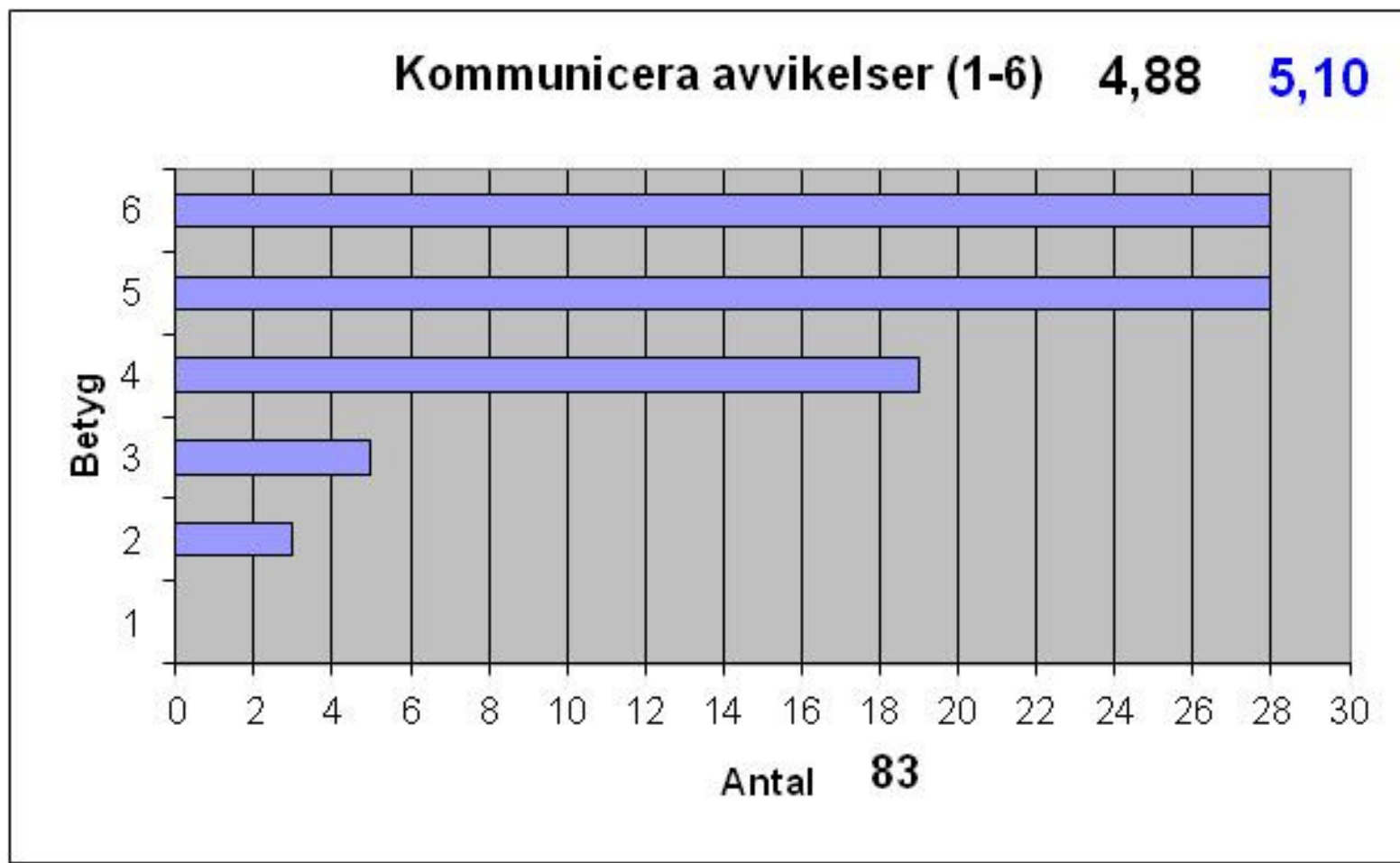
Greger

13. Tekniskt stöd – offert (1 – 6)



Greger

15. Kommunicera avvikelser (1 – 6)



Greger