

Questionnaire of customer satisfaction



Service : Archiving / Storage / Destruction

We would like to inform you that the processed data as part of this satisfaction survey will be treated as strictly confidential and in accordance with our confidentiality and data protection agreement.

This data is only kept for 6 months. Beyond this period, the data collected in this survey will be destroyed.

How often have you used our service, archive delivery and / or archive search in the past few years ?

occasionally per month weekly none

What is your level of satisfaction

1. The friendliness and helpfulness of our employees on the phone
2. The friendliness and helpfulness of our employees on site
3. Expertise, advice and implementation by your contact person
4. Behavioral handling
5. The presentation of our offer (understandable, complete, ...)
6. Compliance with the specified dates for the execution of the orders
7. The quality of the work carried out

Highly satisfied	Satisfied	Low satisfied	Unsatisfied	None
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Do our employees wear suitable and clean clothes ?
9. Have our employees done everything possible to meet your expectations ? *
10. Will you continue to use our services ? *
11. Have you visited our archive warehouse or our shredder facility ? **
12. Have you attended a file or data destruction with us ? **
13. Do you know that Streff also destroys data media ? ***
14. Do you know that our destruction services are also available to private customers and small quantities ?
15. How did you get to know our company ?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

Publicity Word of mouth been contacted by our employee e-mail
 Our website Open house presentation guided tour on site
 Other : _____

* Do you have any comments or suggestions that could improve our quality ?

** Please contact us if you want to visit our archive warehouse or data destruction facility
 *** Data carriers which are destroyed by Streff: hard disks, floppy disks, CD, DVD, video cassettes, magnetic tapes, USB sticks, memory cards, photos, X-ray images and all other data carriers

We thank you for your cooperation !

First name and last name : _____
 Company : _____
 Address : _____
 Postal code and location : _____

Date : _____ Signature : _____