

Customer Satisfaction Survey  
**Laboratory Systems**



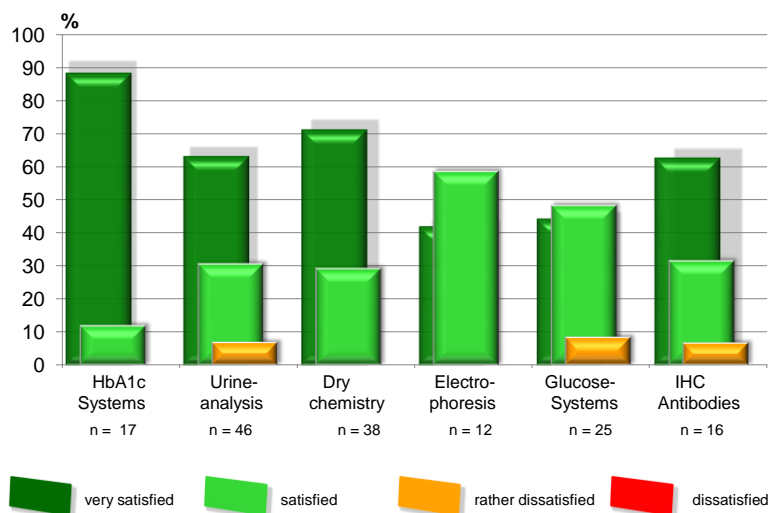
***RESULTS 2010***



1. In total 531 questionnaires were sent to hospital- and commercial labs and to General Practitioners in all of Austria. **We thank you for 101 (=19%) replies!**
2. You evaluate our **products**:

## Product Satisfaction

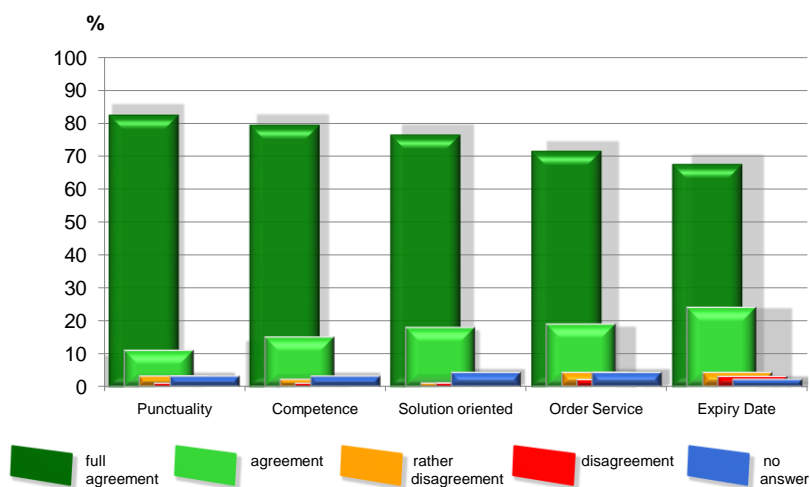
n = number of answers



Question: Which products of A. Menarini do you use and how satisfied are you with them?

3. With respect to our **Order and Delivery Service** 12 questions should be answered. The chart below shows an extract of your assessment .

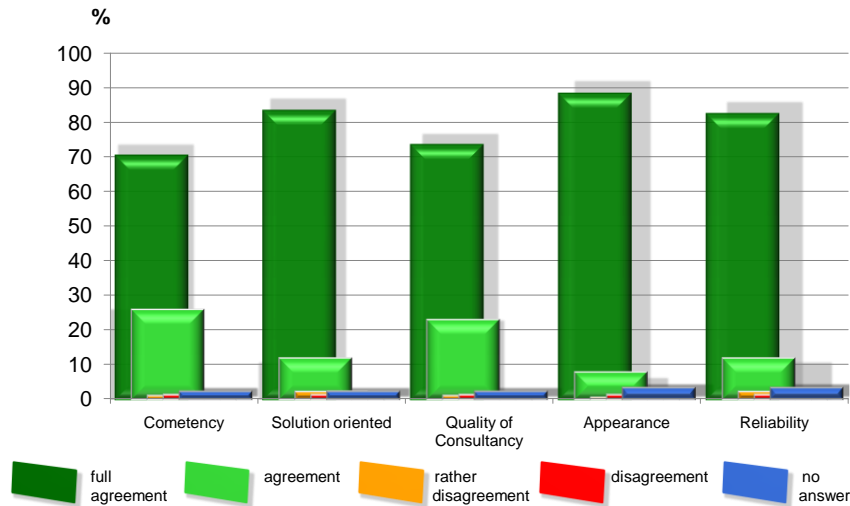
## Order and Delivery Service





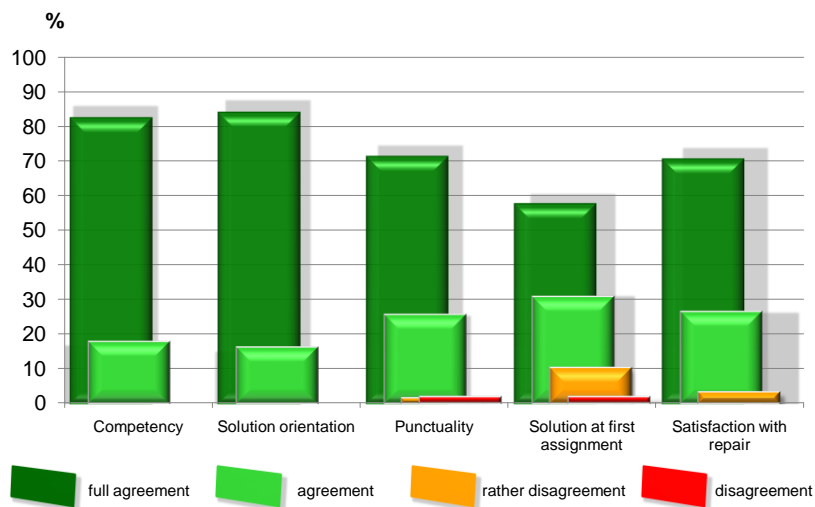
4. Our **Sales Representatives** are our most important link between you and the company. Five questions with regard to competence level, solution orientation, appearance, quality of consultancy and reliability had to be answered – below your appreciated feedback:

### Support by Field Representatives



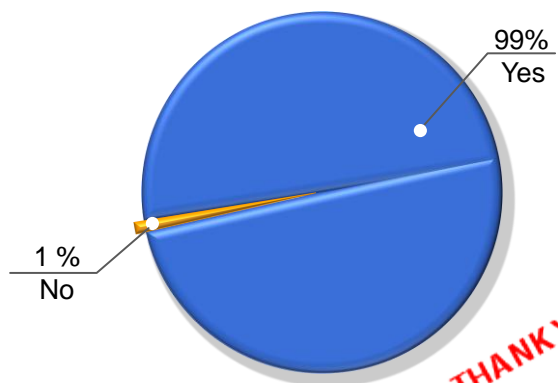
5. In case of system failures highest priority is given to quick trouble shooting and repair by our **Technical Service**. Equally important is maintenance work, done periodically and on time, which helps to prevent inconvenience in the lab routine or medical practice already in advance. Thank you for your positive assessment of our service quality!!

### Satisfaction with Technical Service



6. We can only be successful, if you recommend us!

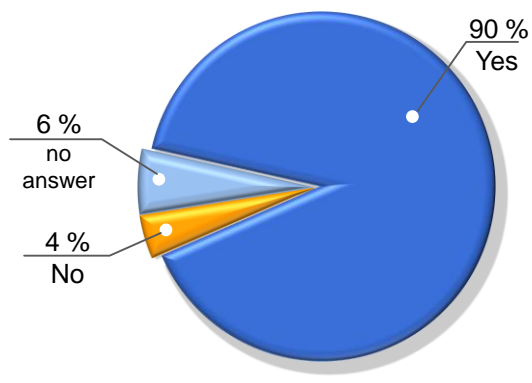
Rate of Recommendation for Products



Question: Would you recommend the products of A. Menarini to others?

**THANK YOU!**

A. Menarini as First Contact Partner



Question: Would you recommend A. Menarini as first contact partner for the existing product portfolio?

7. We continuously strive to increase our overall **Service Quality** for you. Thank you for your positive as well as critical feedback and for your suggestions.

Overall Service Quality

