

Customer Satisfaction Survey

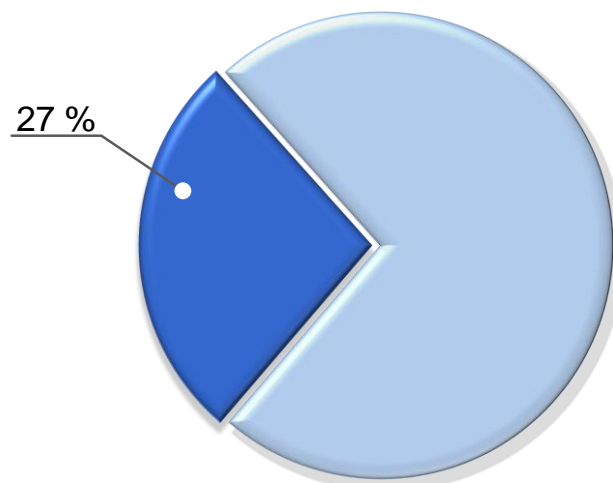
Diabetes



RESULTS 2010

1. In total 322 questionnaires were sent to Diabetes Centers in all of Austria.
We thank you for 88 **replies!**

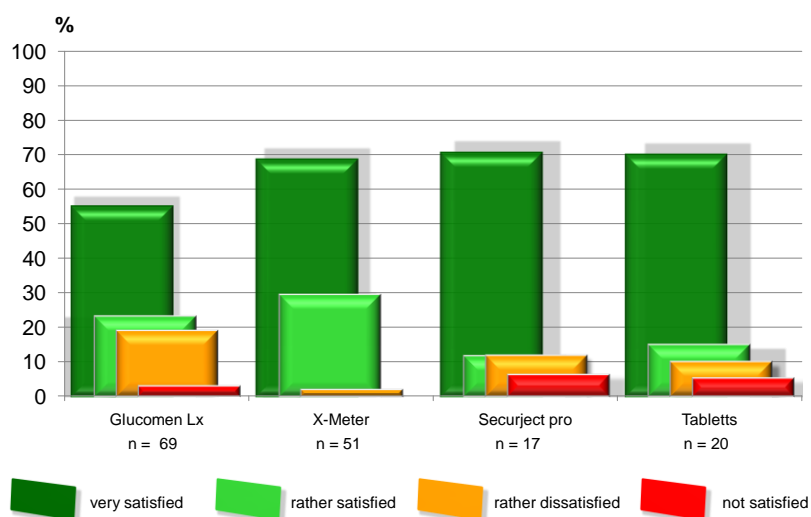
Return Rate



2. You evaluated our Diabetes **products:**

Product Satisfaction

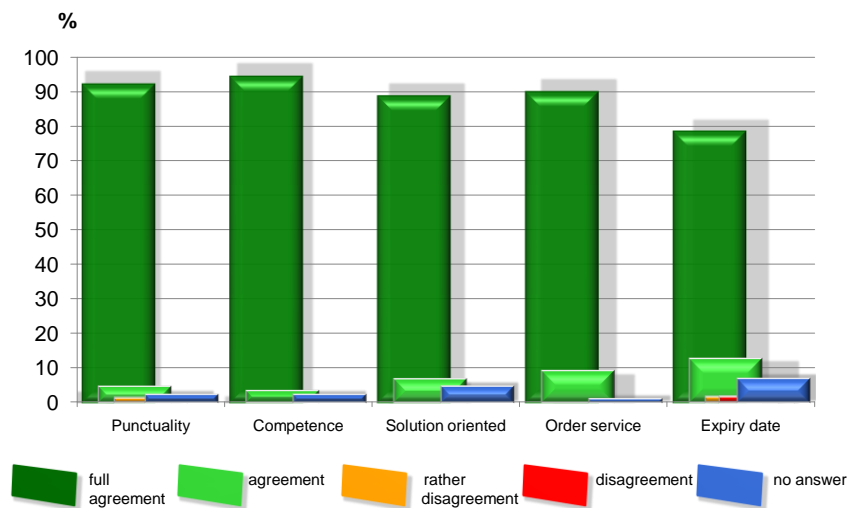
n = number of replies



Question: Which Menarini products do you use and how satisfied are you with their performance?

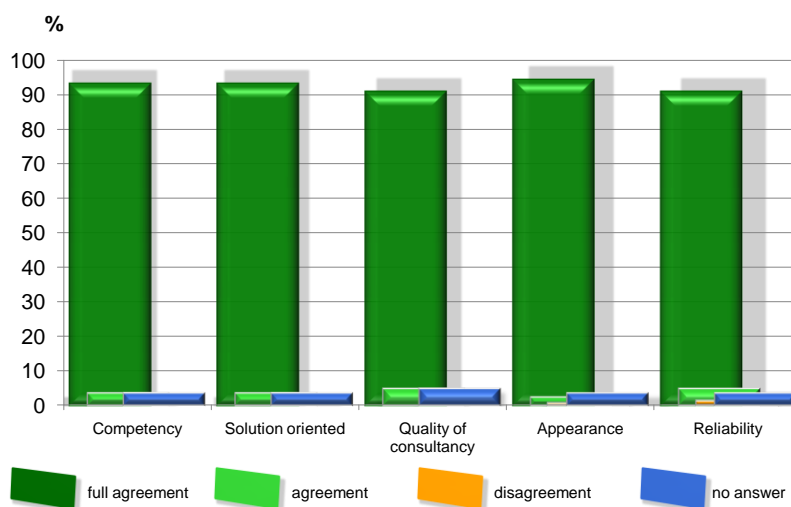
3. With respect to our **Order and Delivery Service** 12 questions should be answered. The chart below shows an extract of your assessment.

Order and Delivery Service



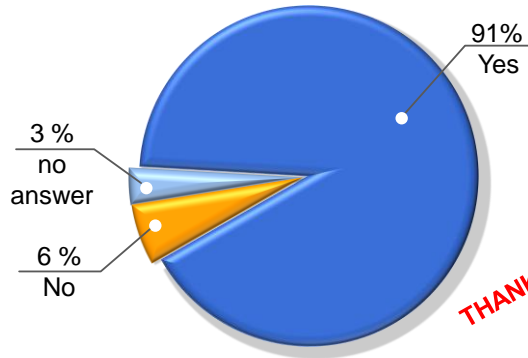
4. Our **Sales Representatives** are our most important link between you and the company. Five questions with regard to competence level, solution orientation, appearance, quality of consultancy and reliability had to be answered – below your appreciated feedback:

Support by Field Representatives



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

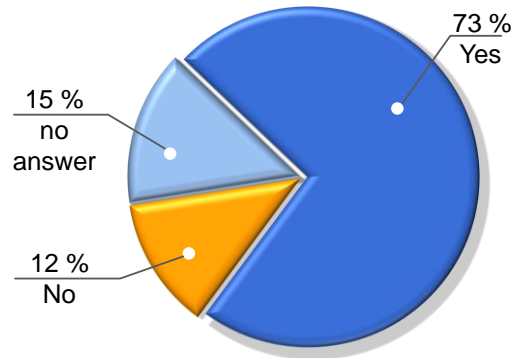
Rate of Recommendation for Products



THANK YOU!

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

A. Menarini as first Contact Partner



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

6. 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

