

Enquête de satisfaction 2021



AVEYRON LABO PA Bel-Air, 195 rue des artisans, 12031 RODEZ CEDEX 9



Nous contacter :

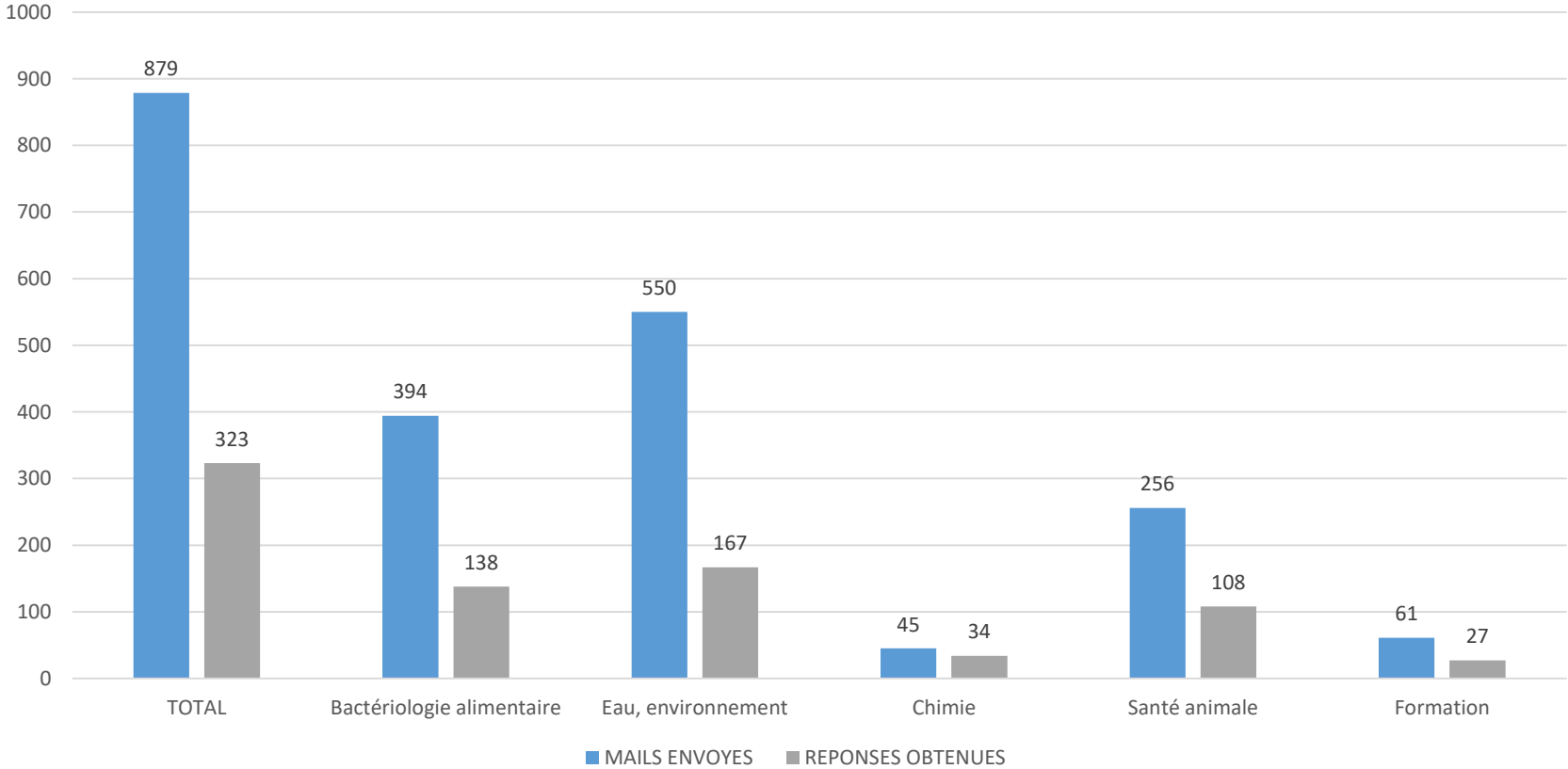
☎ 05 65 76 51 30

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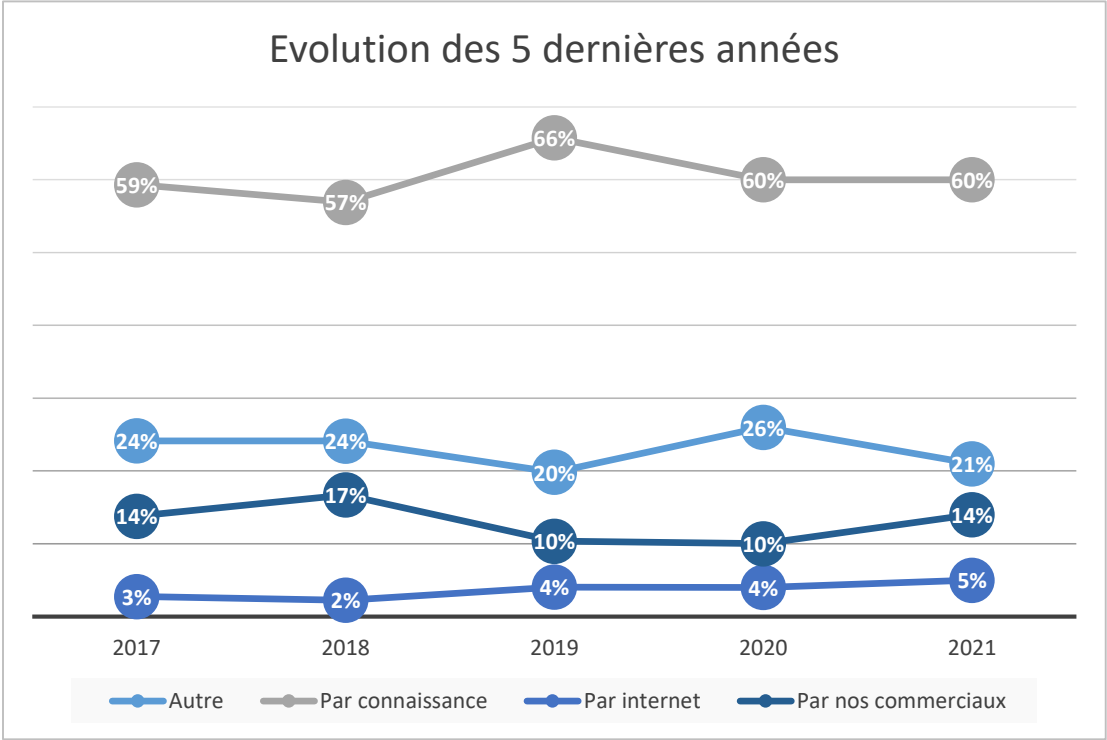
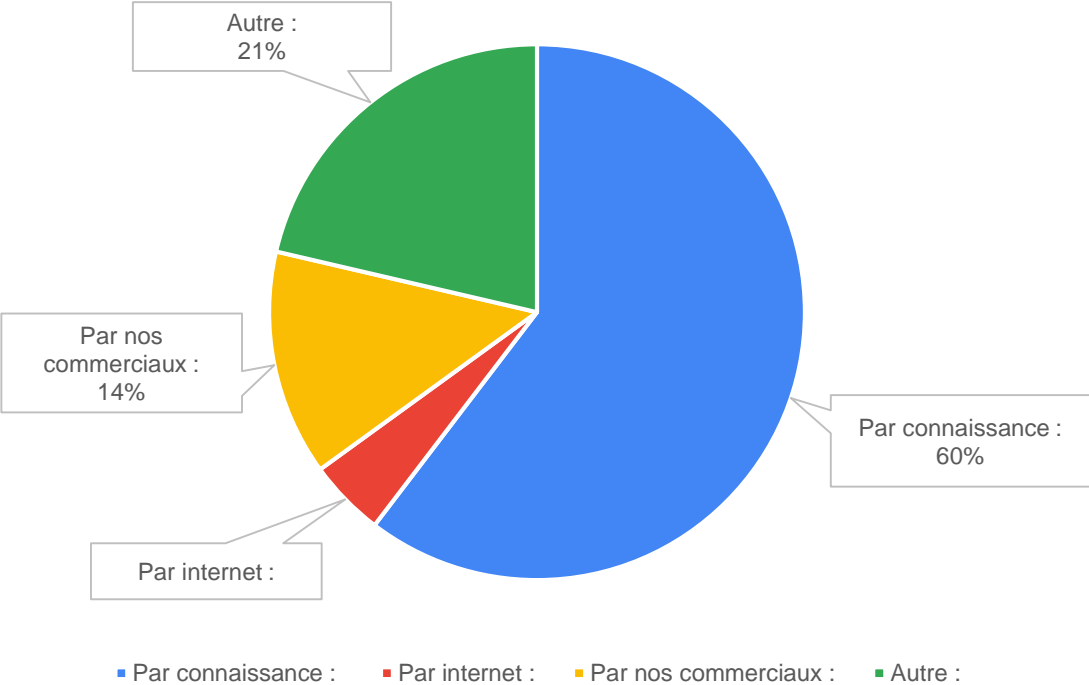


L'enquête de satisfaction a été menée du 07/12/2021 au 14/02/2022 auprès de 879 clients.

Nous avons obtenu 323 réponses (37%)

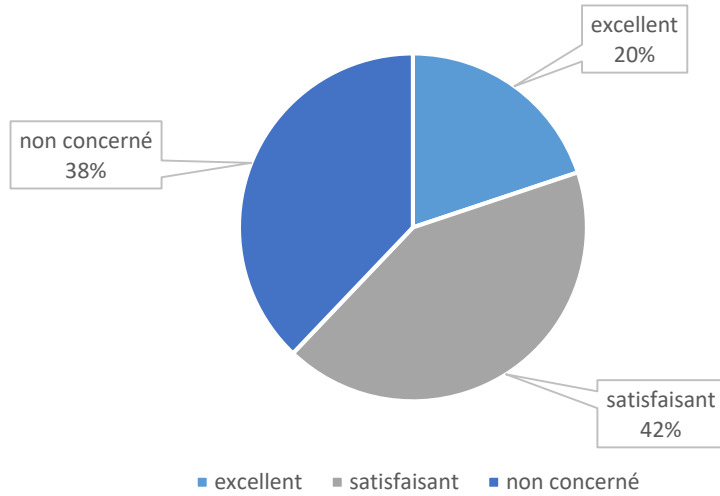


Comment avez-vous connu notre laboratoire ?

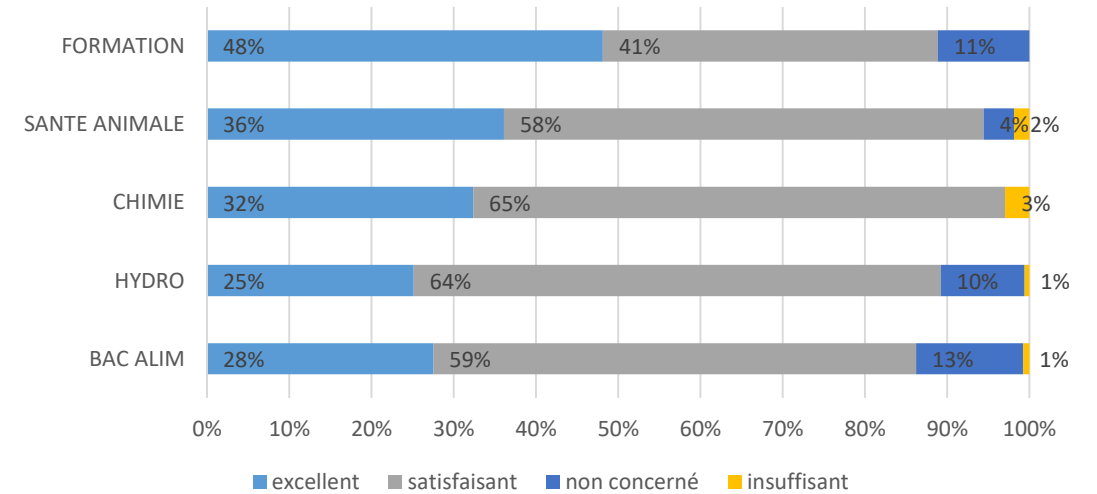
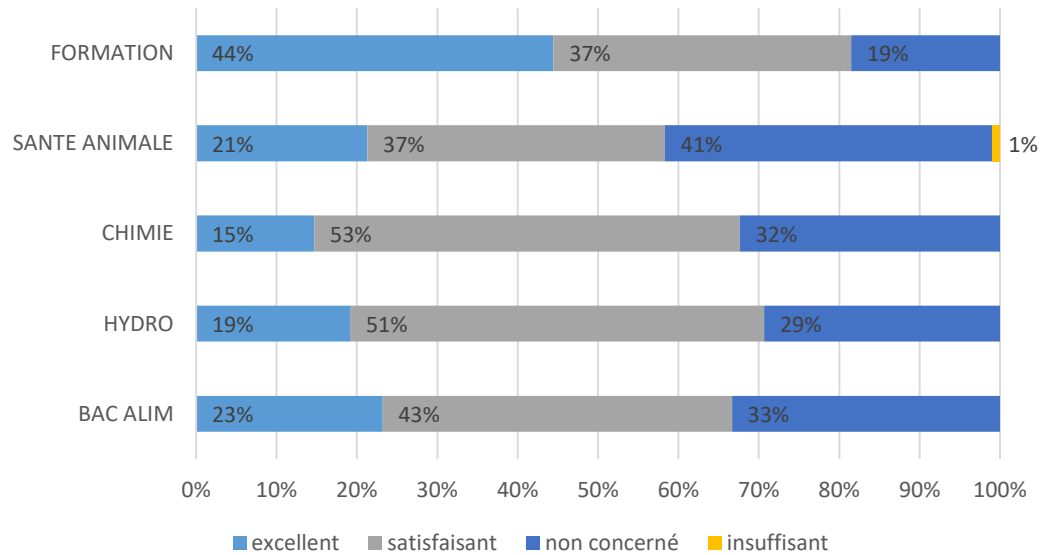
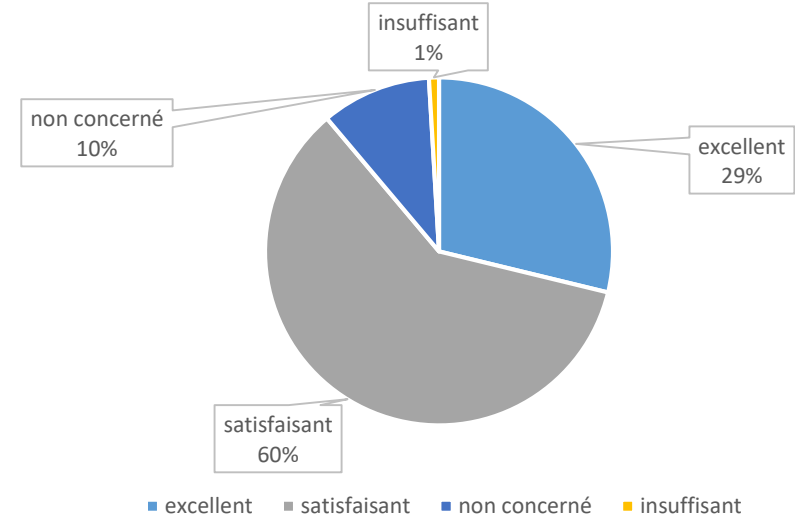


Que pensez-vous des horaires d'ouverture ?

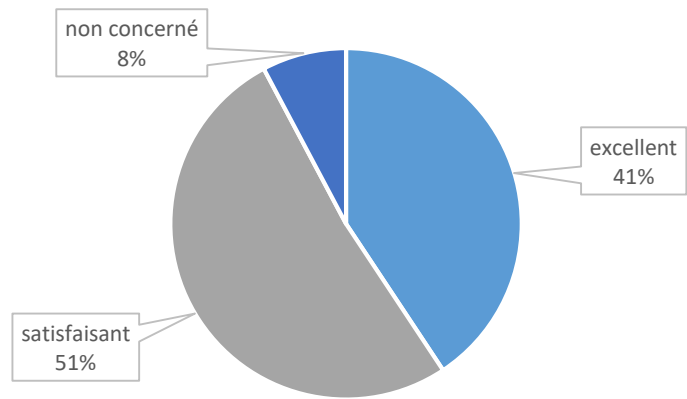
Accueil physique



Accueil téléphonique

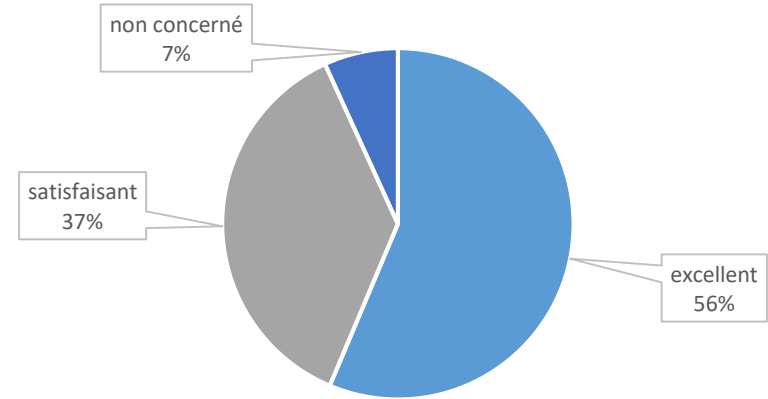


Prise en charge de votre appel

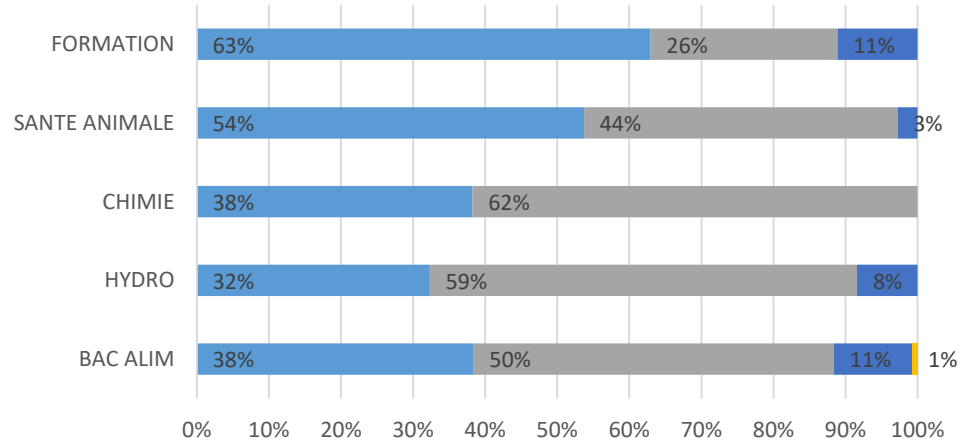


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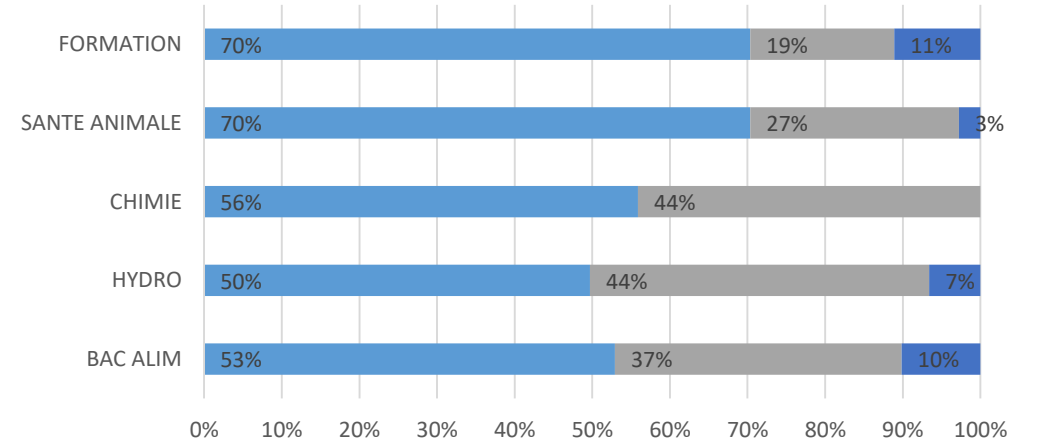
Amabilité de votre interlocuteur



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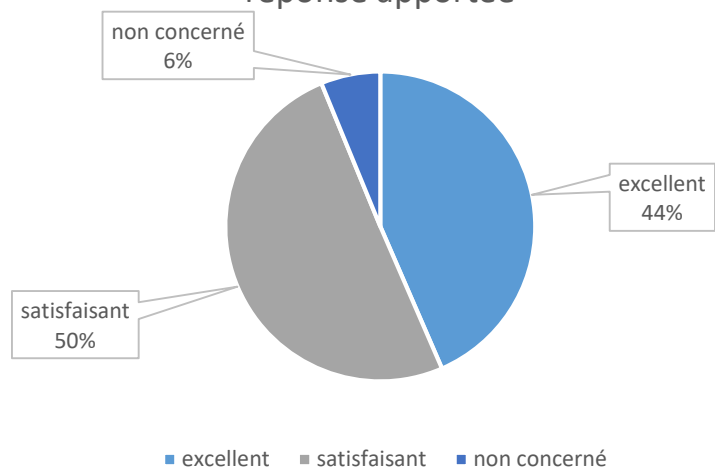


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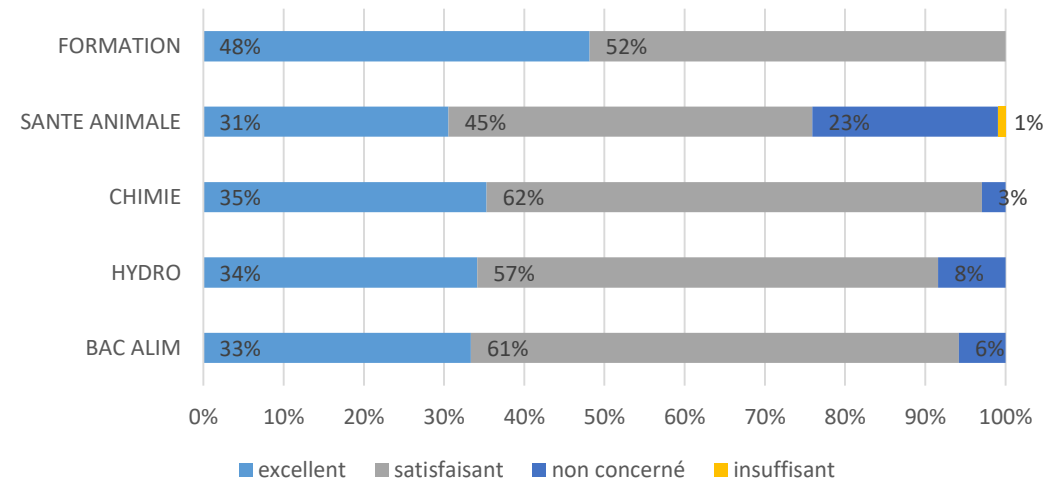
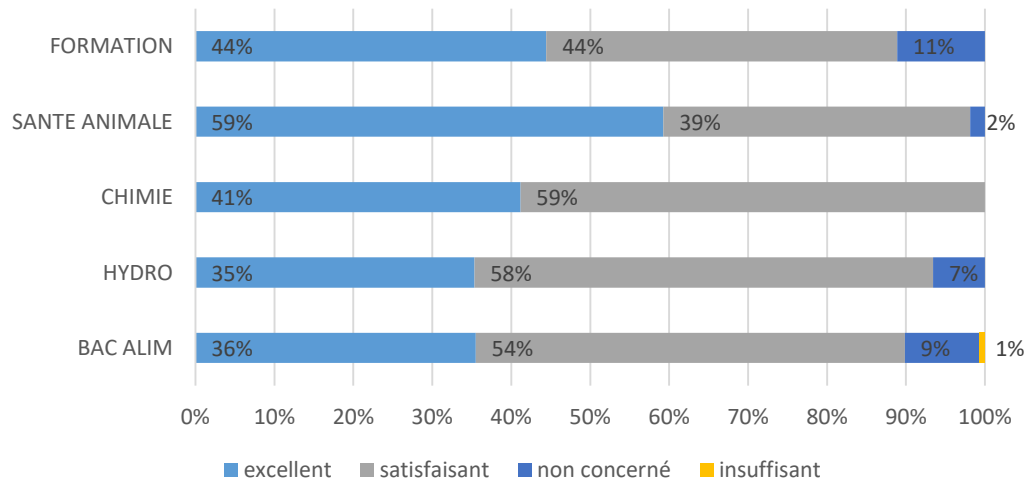
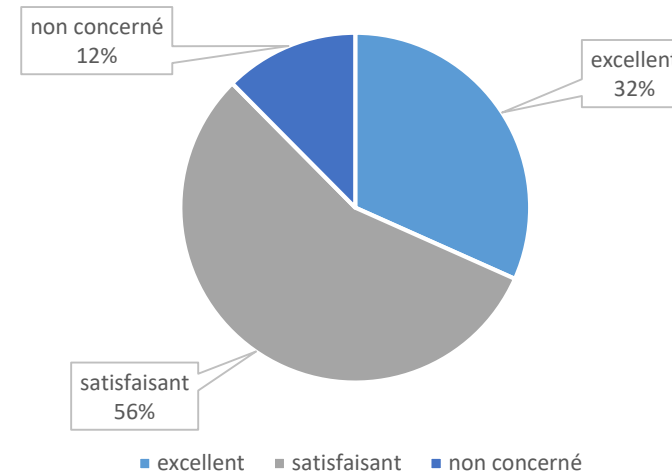


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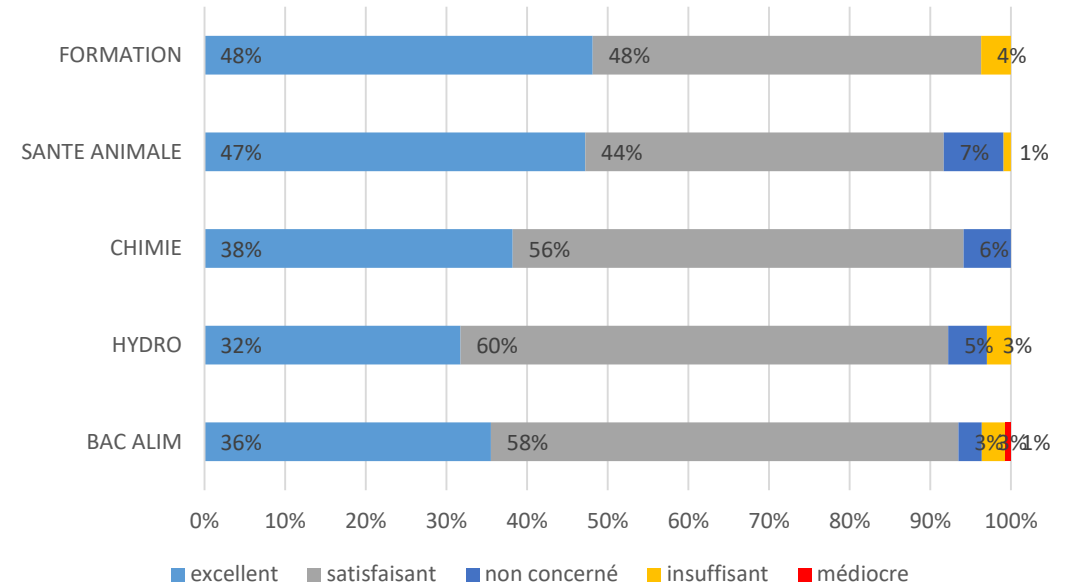
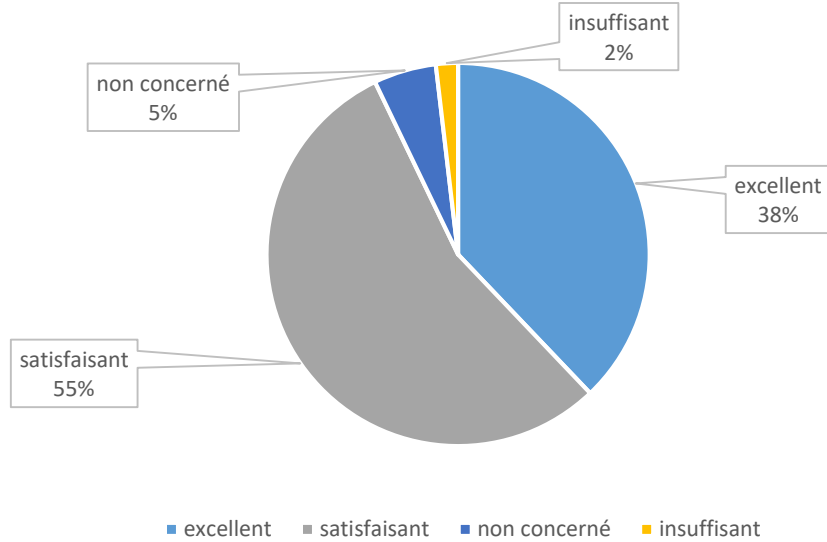
Compréhension de votre demande et réactivité de la réponse apportée



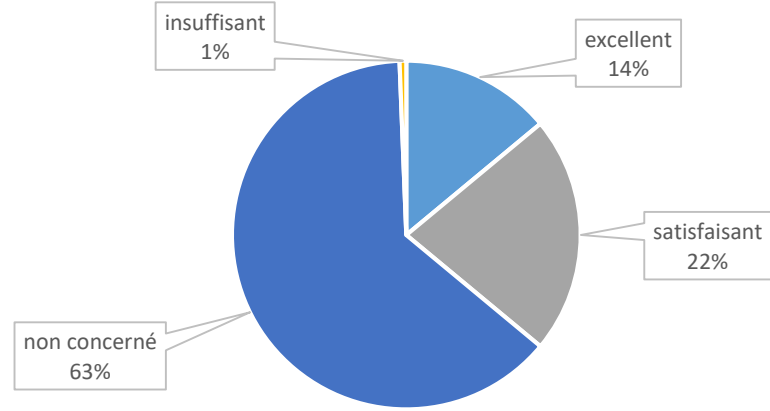
Clarté des propositions et devis



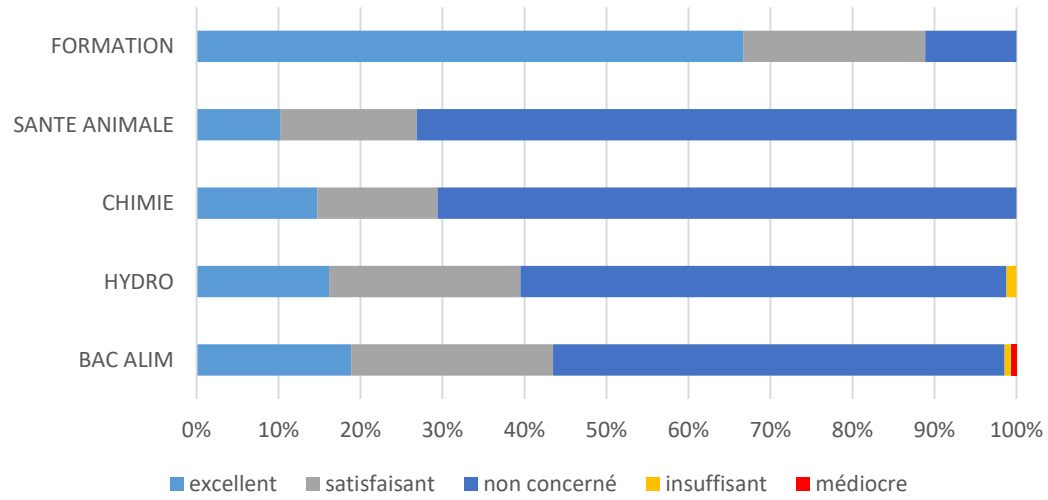
Renseignements techniques sur les analyses



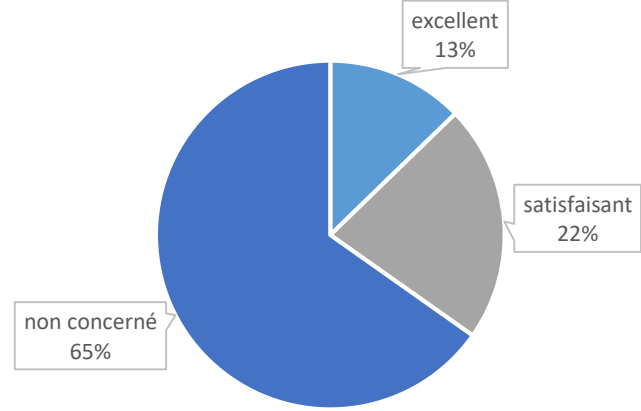
Formations / audits : organisation de la prestation



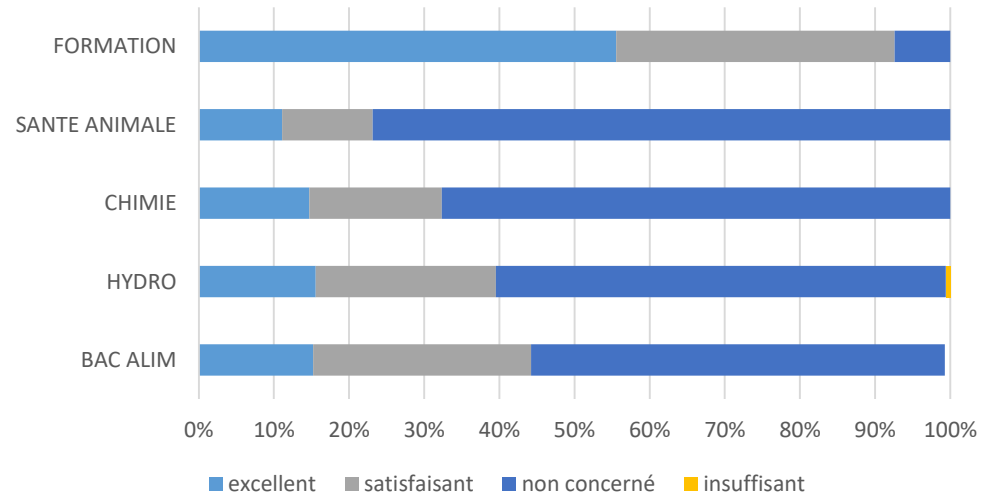
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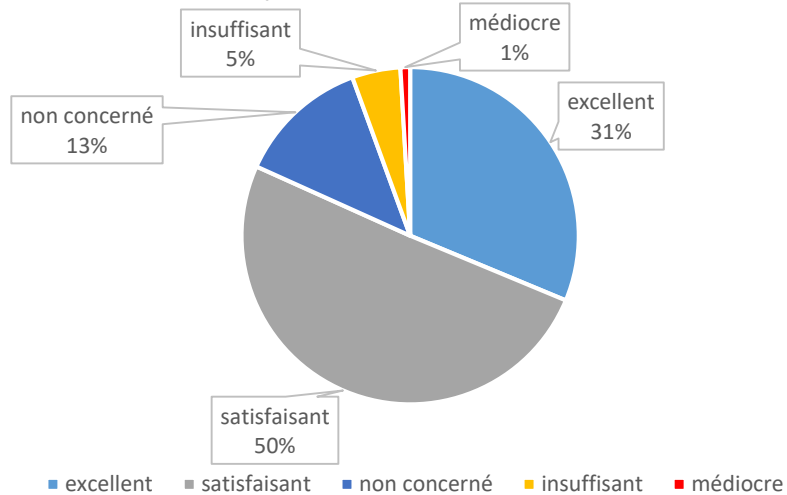
Formations / audits : contenu adapté à vos attentes



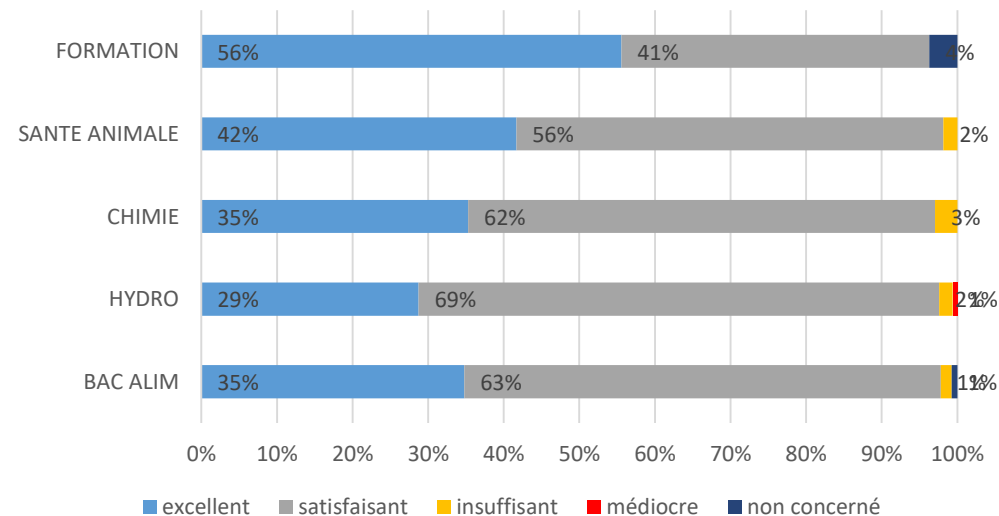
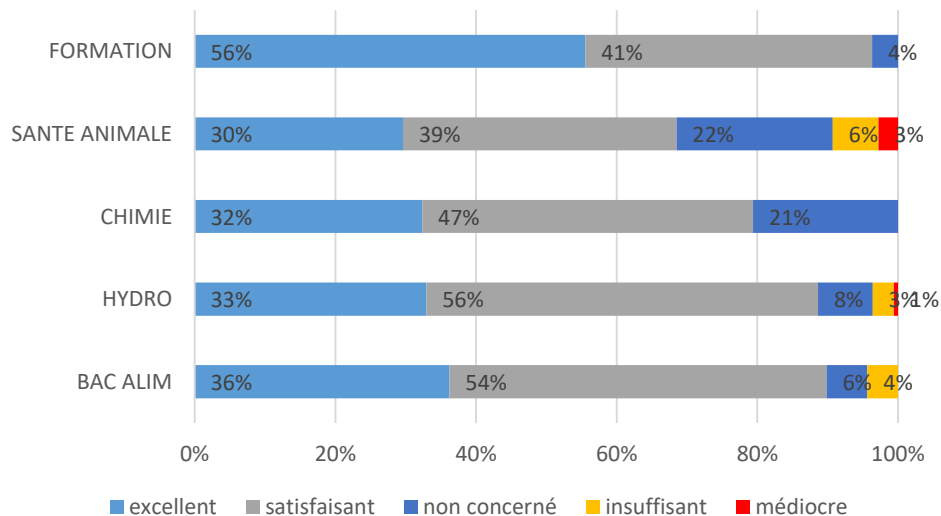
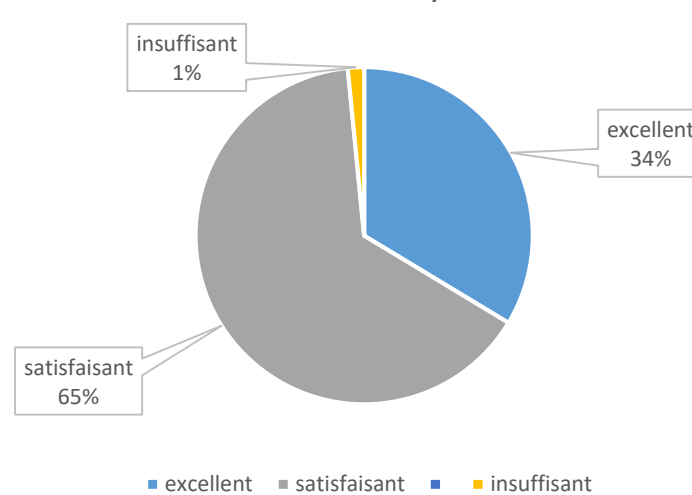
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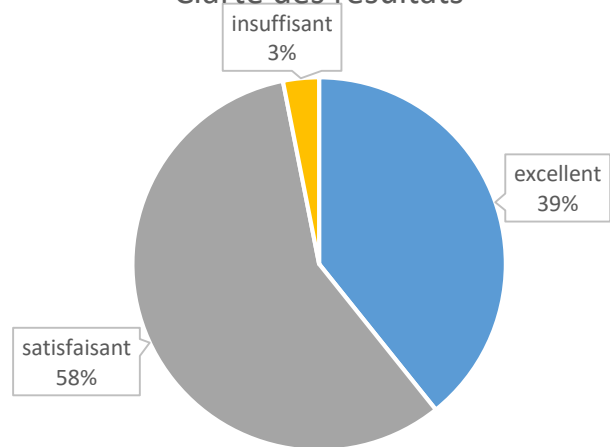
Prélèvements / acheminement des échantillons



Délai d'analyse

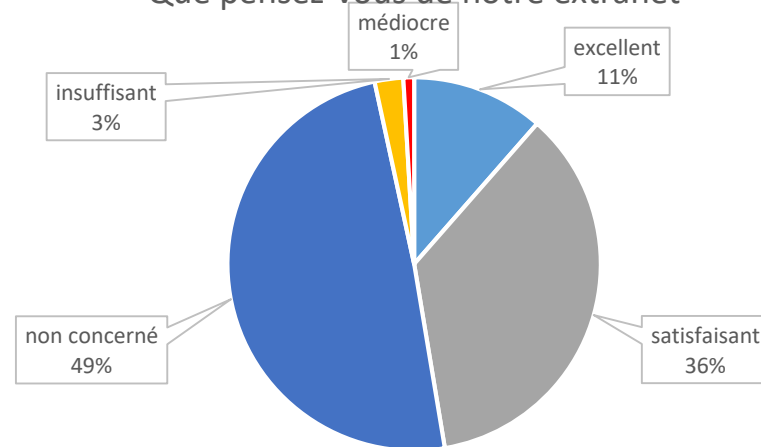


Clarté des résultats

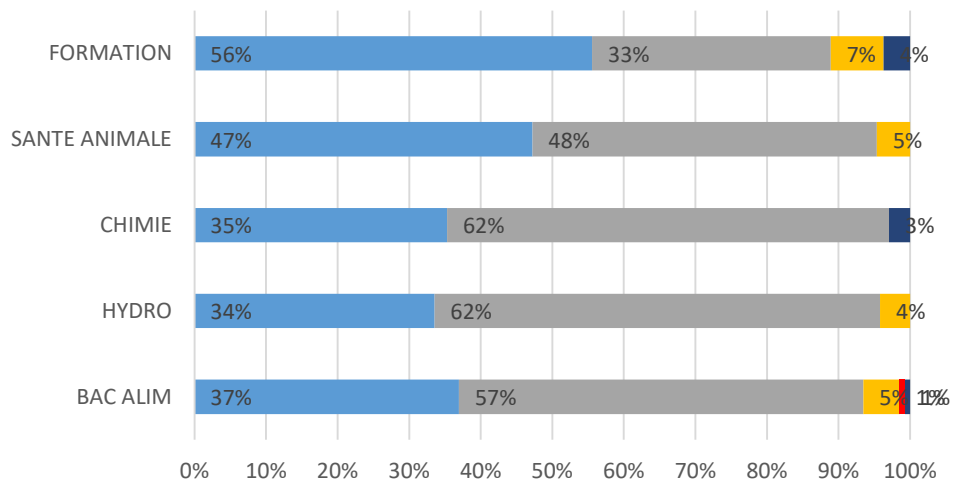


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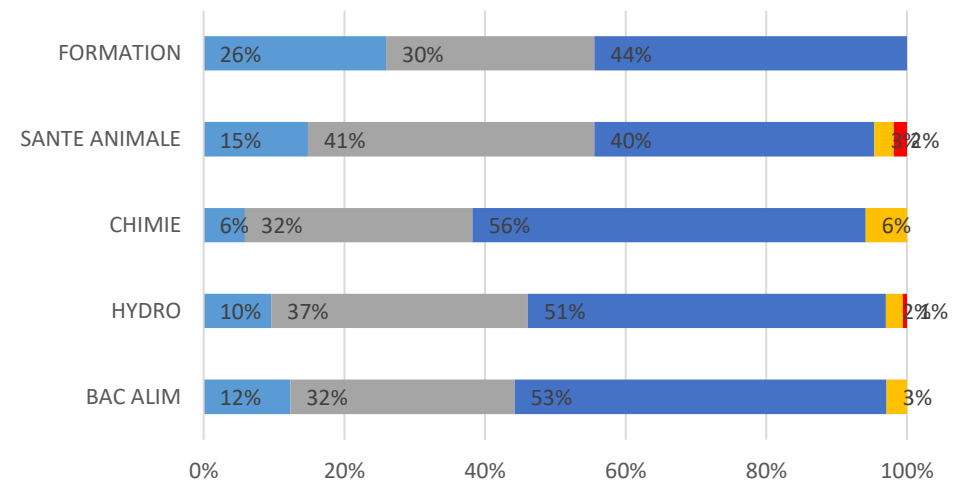
Que pensez-vous de notre extranet



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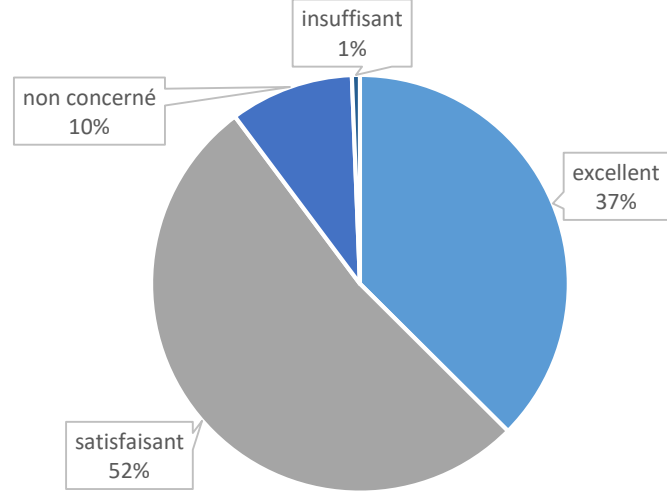


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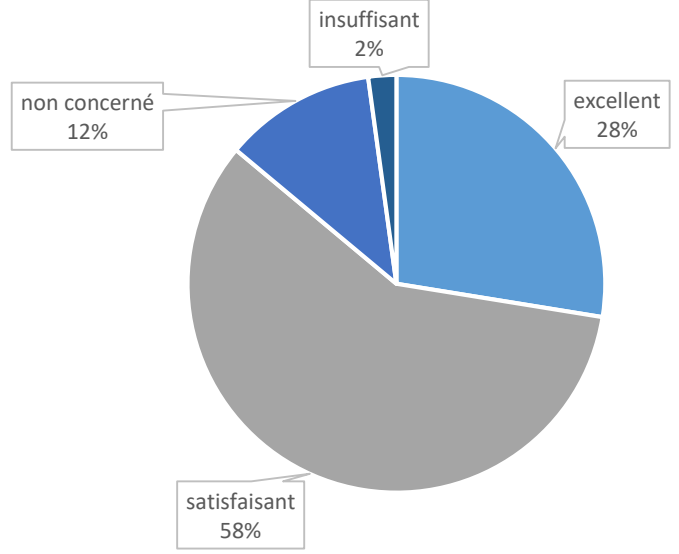
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Discrétion et confidentialité

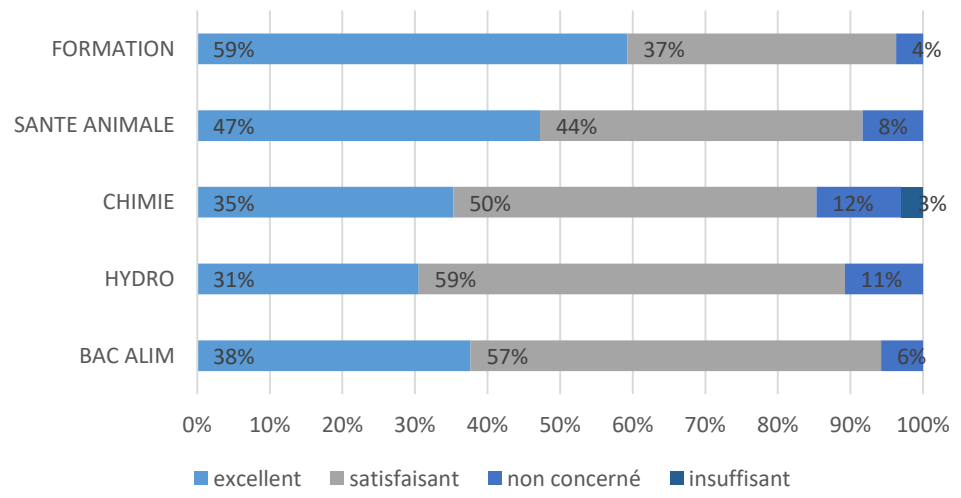


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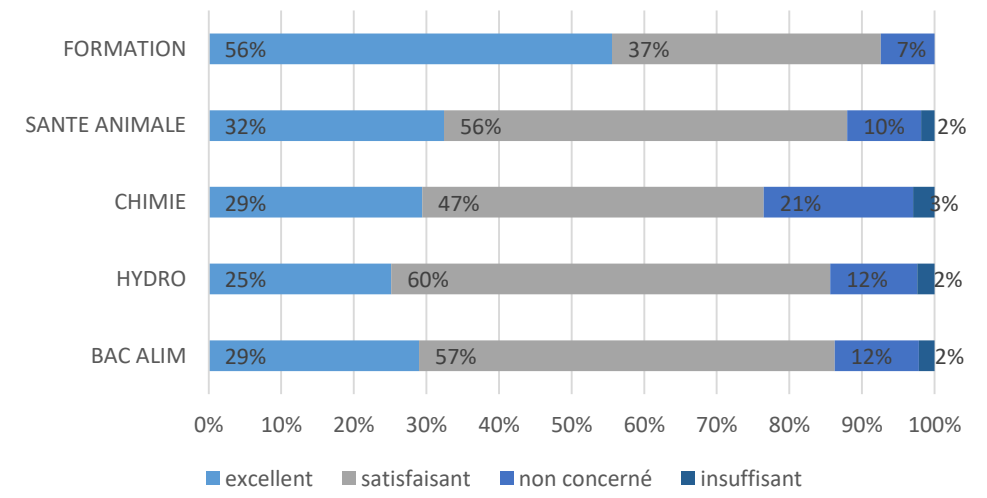
Précision et clarté des factures



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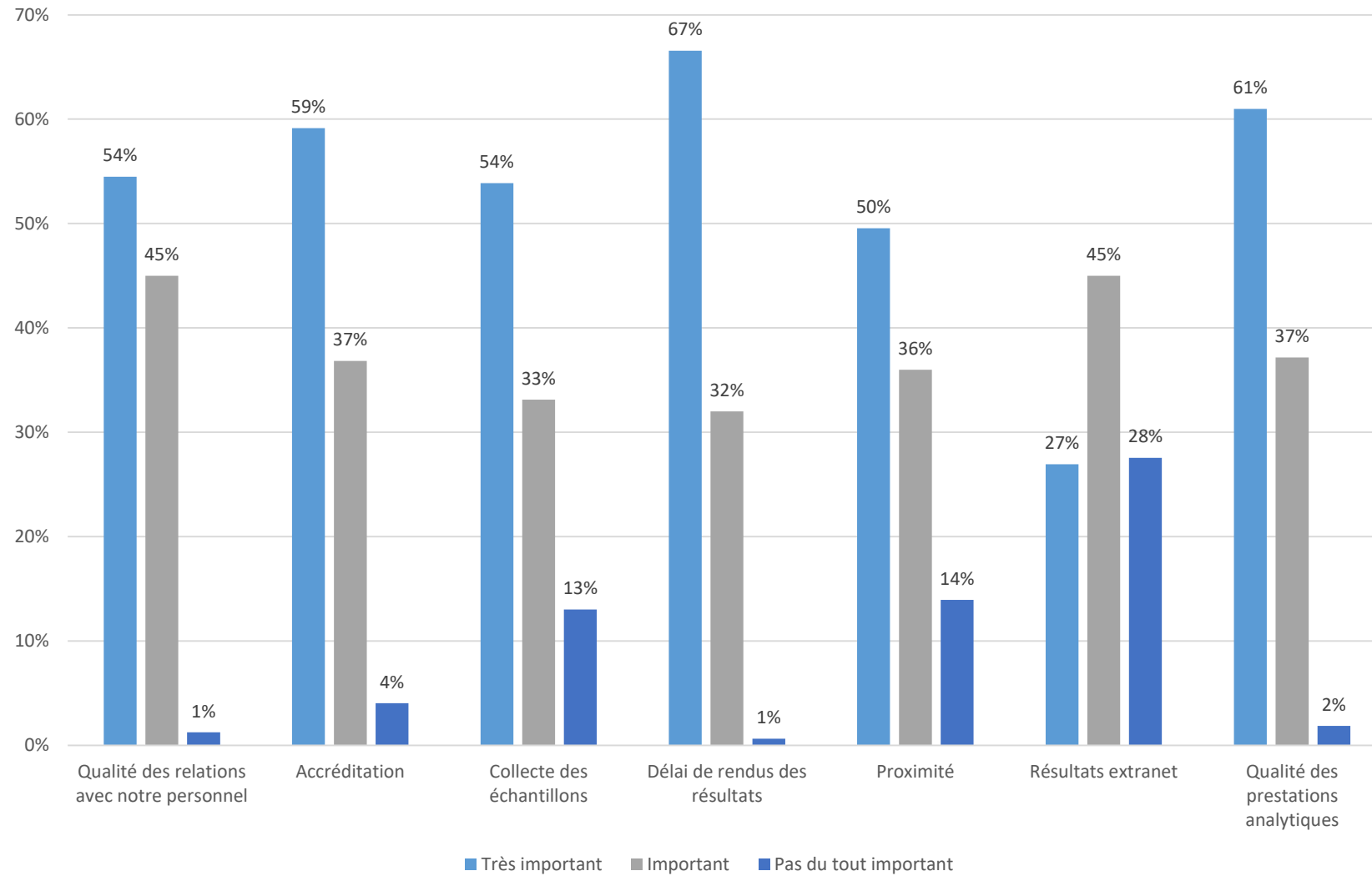


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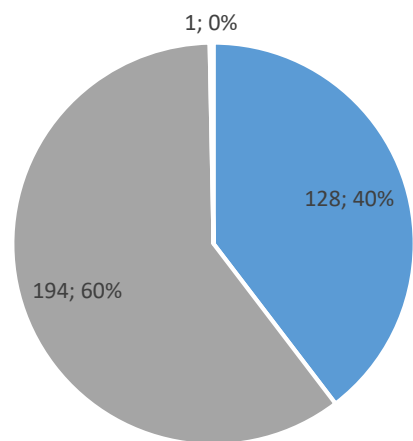


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Quelles sont les raisons de votre collaboration avec Aveyron Labo ?



Appréciation globale



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