

# Enquête de satisfaction 2022



AVEYRON  
**LABO**



Nous contacter :

☎ 05 65 76 51 30

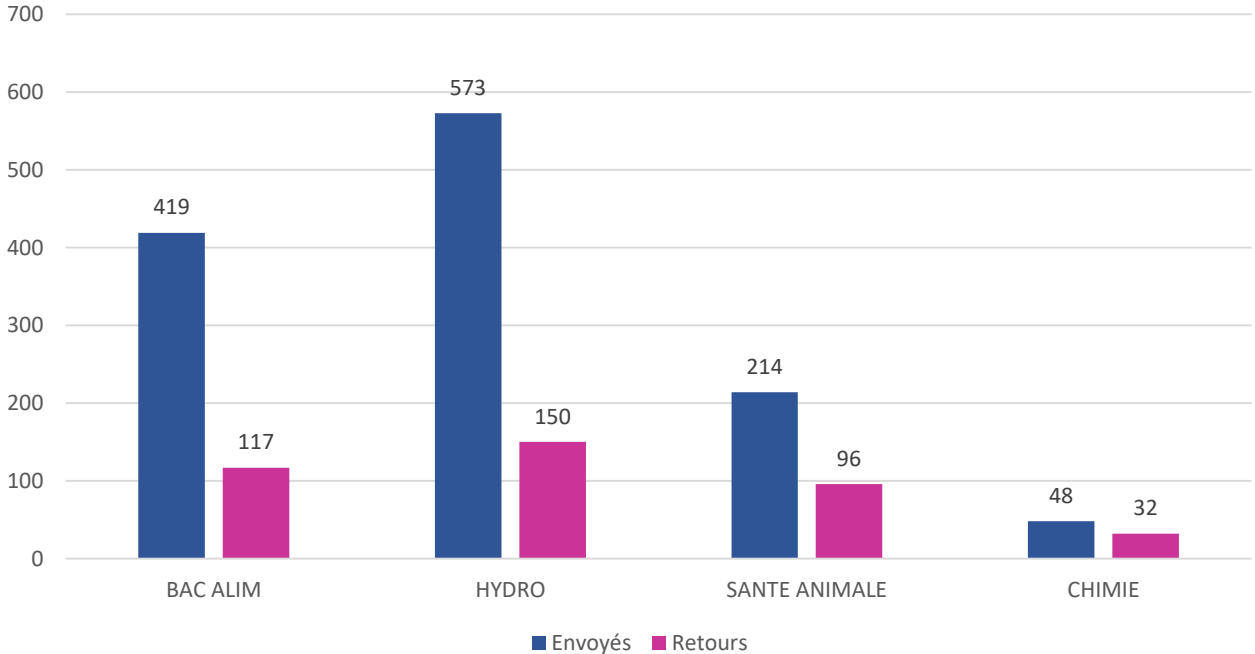
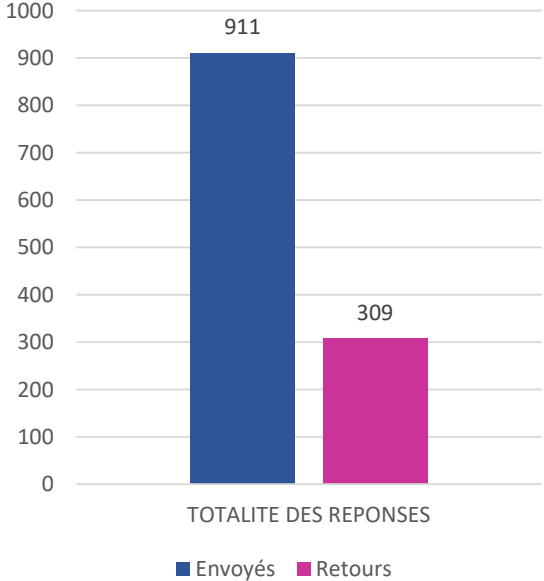
📠 05 65 76 51 31

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

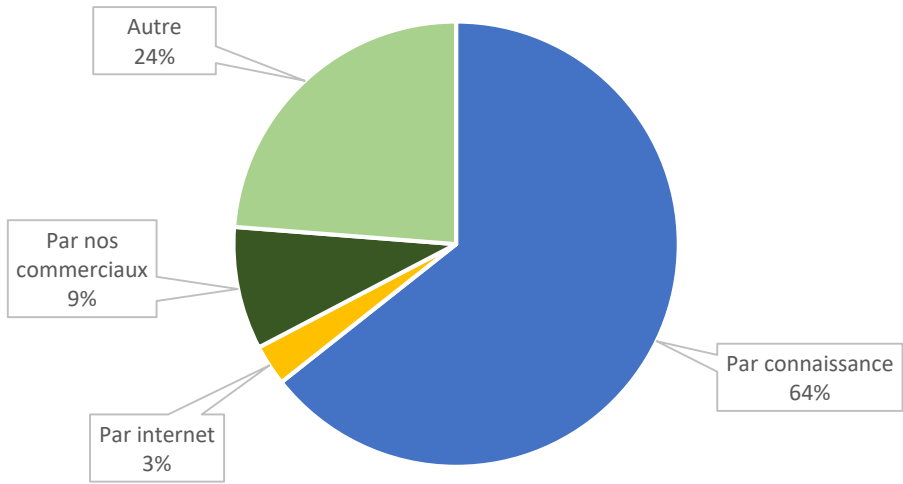
L'enquête de satisfaction a été menée du 20/12/2022 au 09/02/2023 auprès de 911 clients.

Nous avons obtenu 309 réponses (soit 34%)

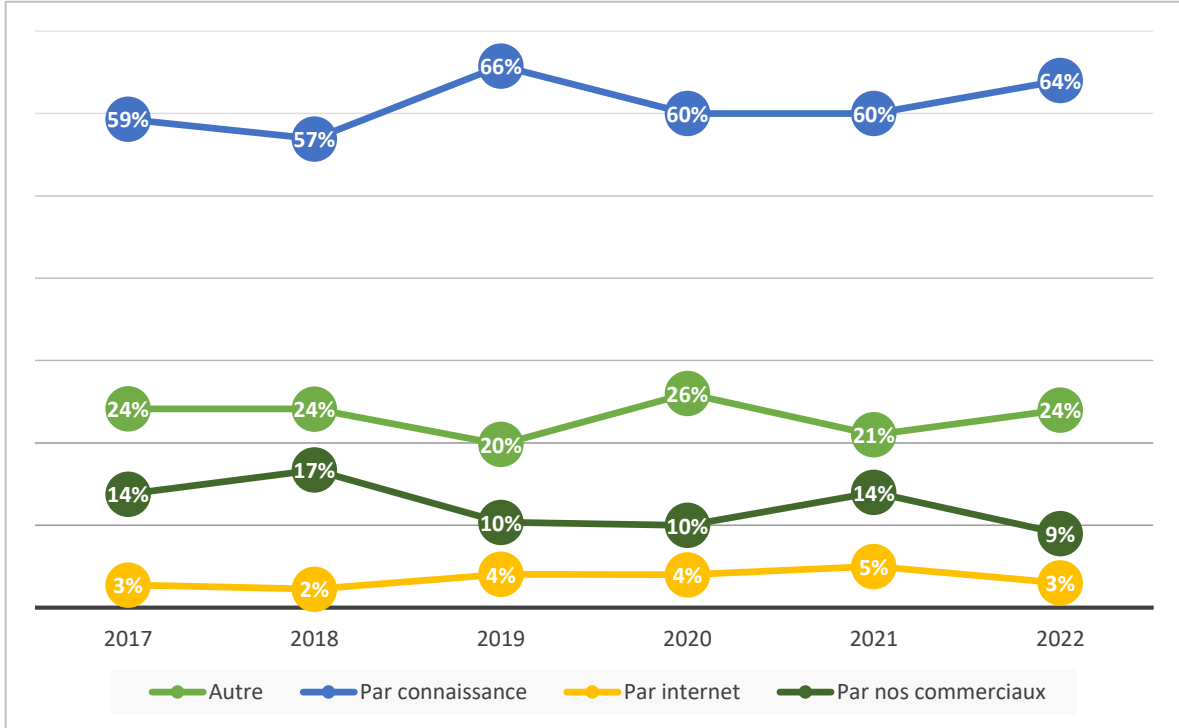
40 personnes n'ont pas donné leur consentement pour que nous traitions leur réponse; il y a donc 269 réponses à traiter.



# Comment avez-vous connu notre laboratoire ?

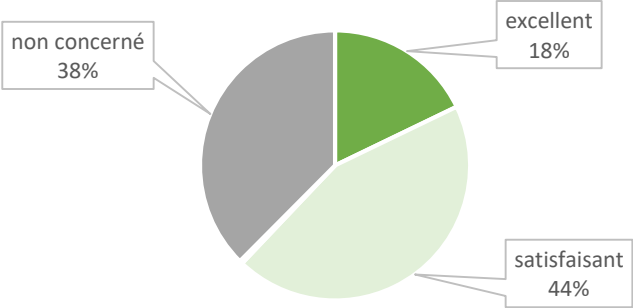


# Evolution des 6 dernières années

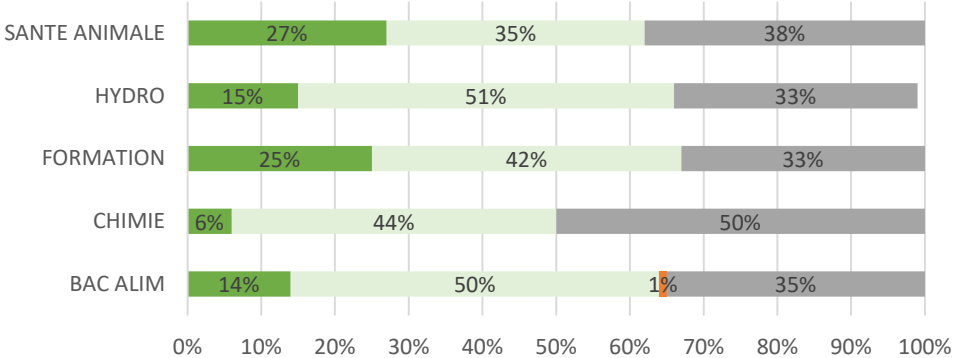


# Que pensez-vous des horaires d'ouverture ?

## Accueil physique

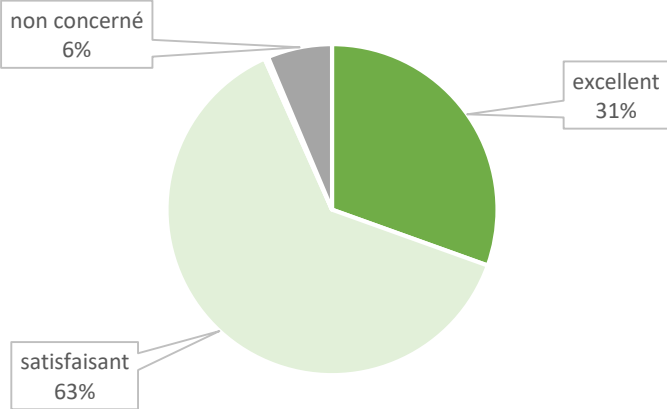


■ excellent ■ satisfaisant ■ insuffisant ■ médiocre ■ non concerné

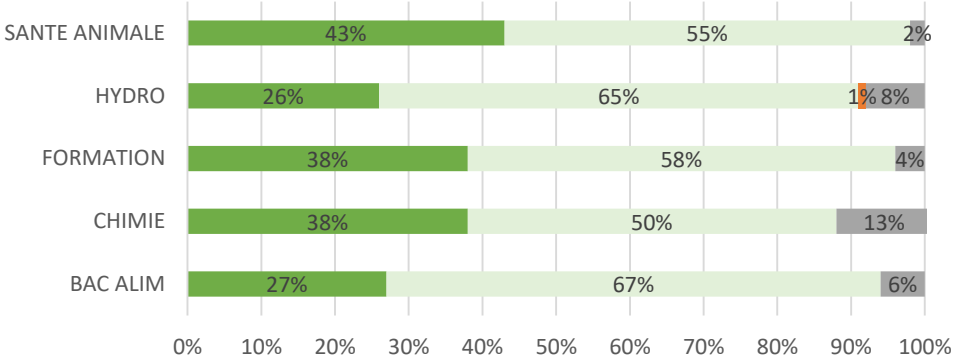


■ excellent ■ satisfaisant ■ insuffisant ■ médiocre ■ non concerné

## Accueil téléphonique

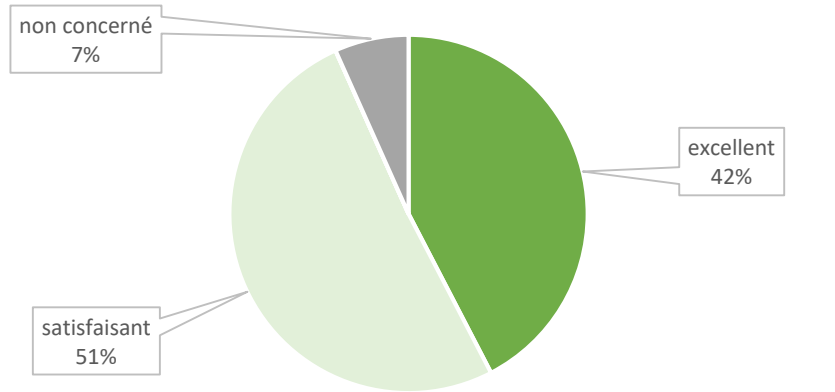


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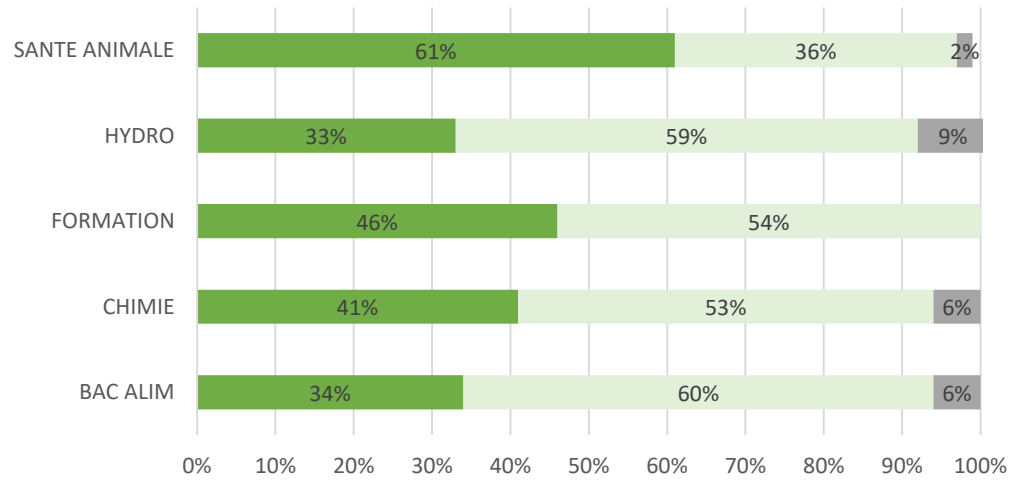


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## Prise en charge de votre appel

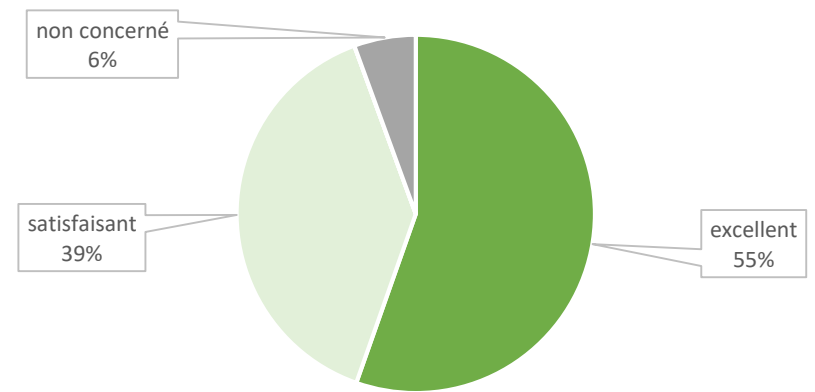


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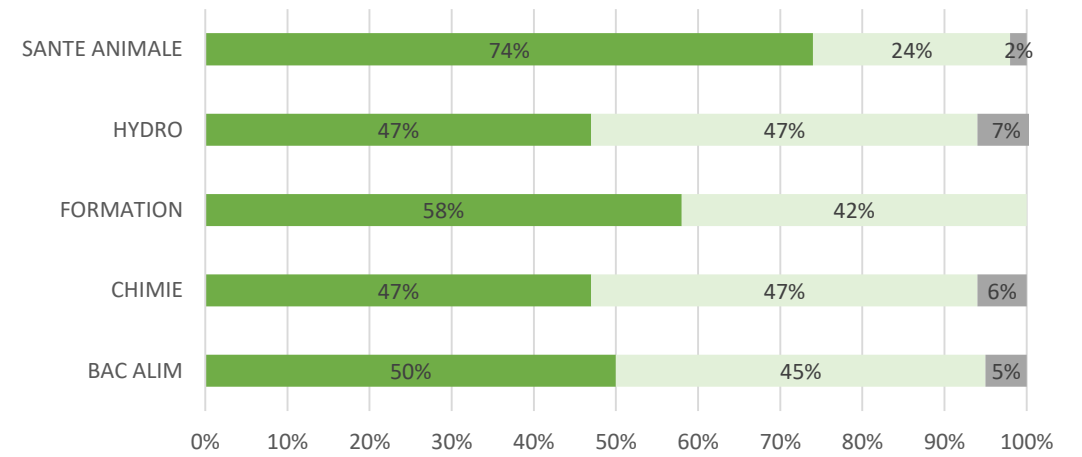


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## Amabilité de votre interlocuteur

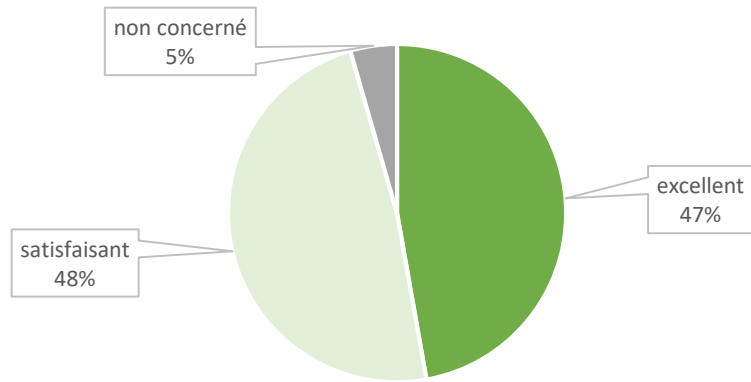


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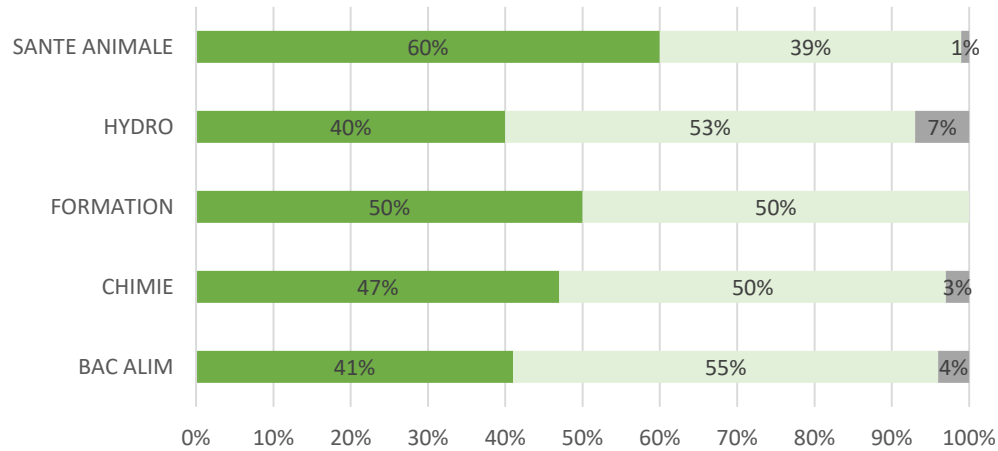


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## Compréhension de votre demande et réactivité de la réponse apportée

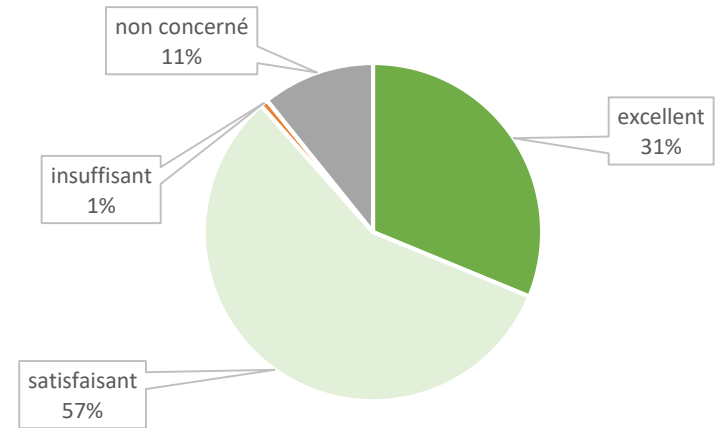


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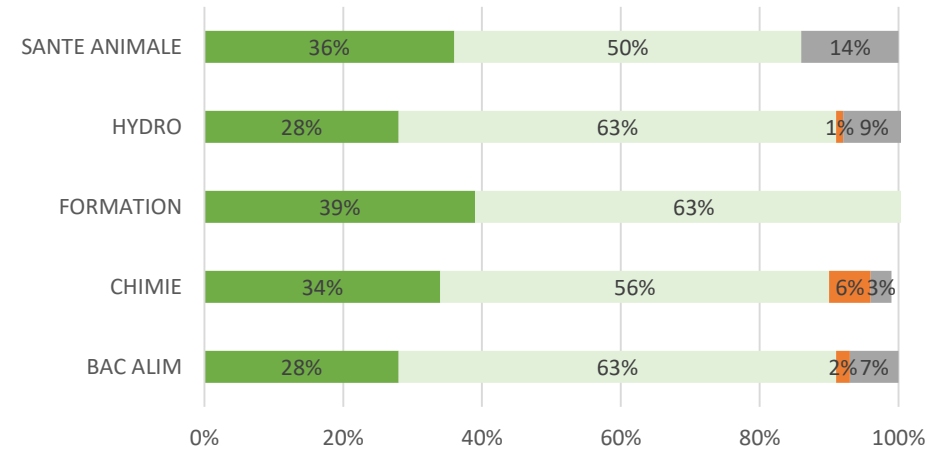


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## Délai de réception des propositions et devis

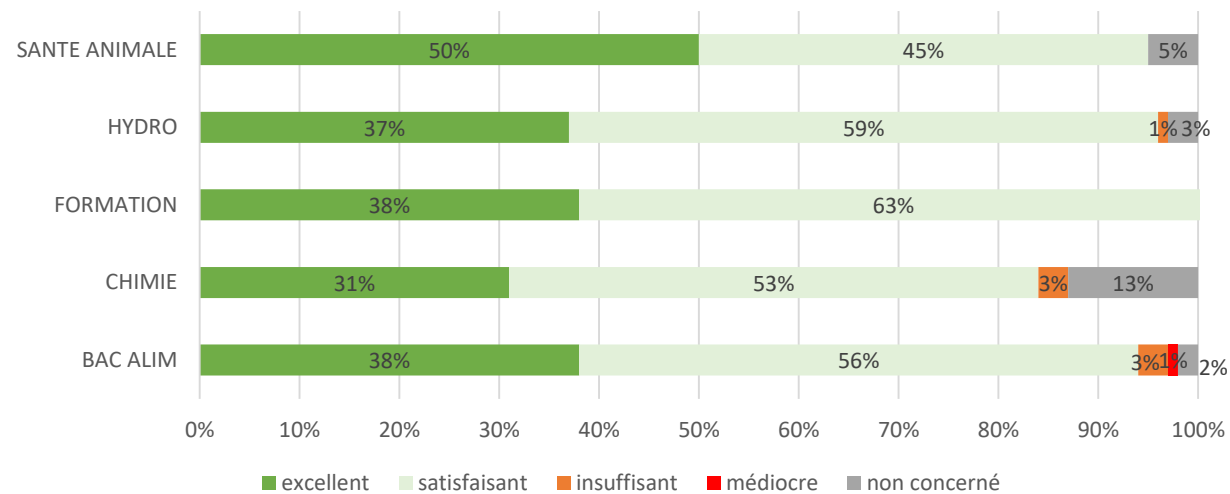
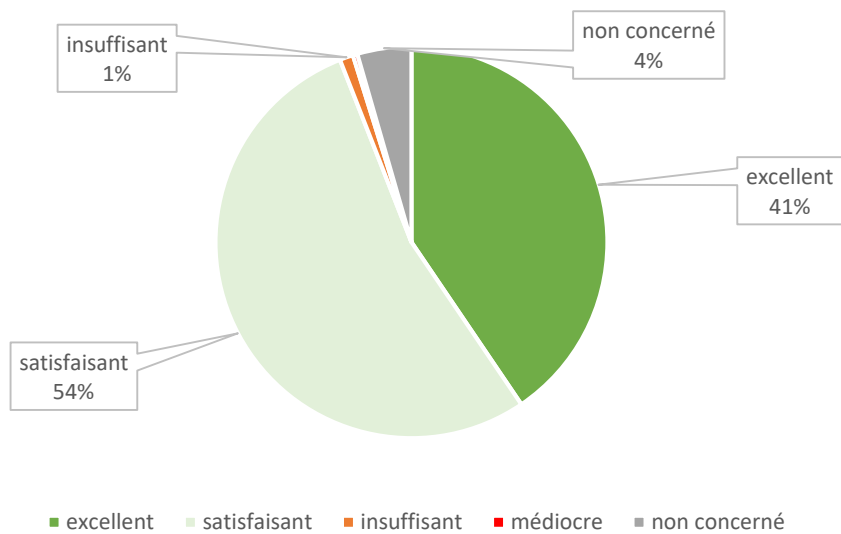


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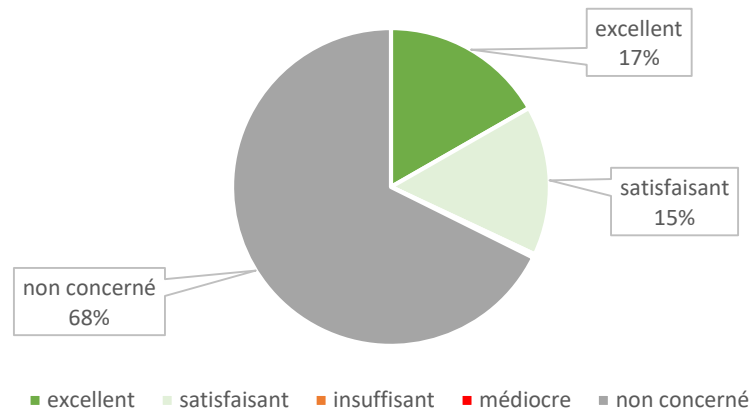
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# Renseignements techniques sur les analyses

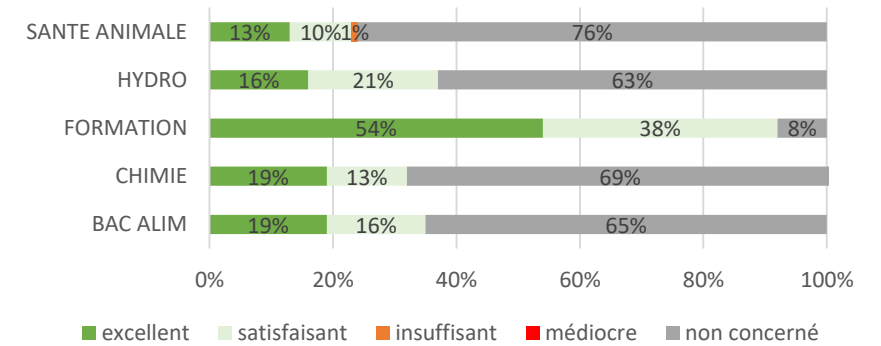
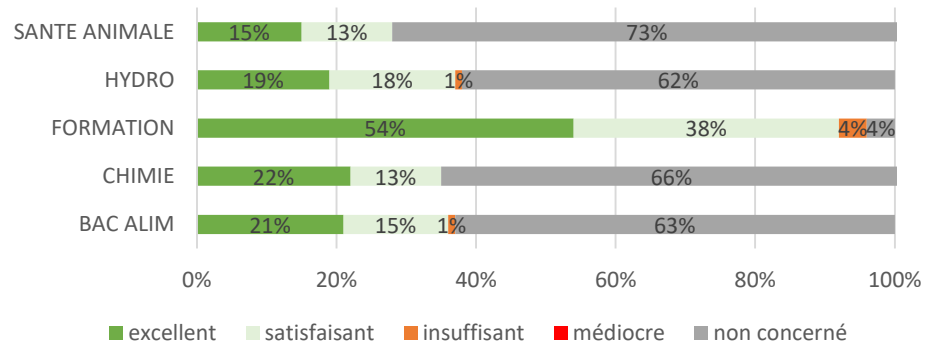
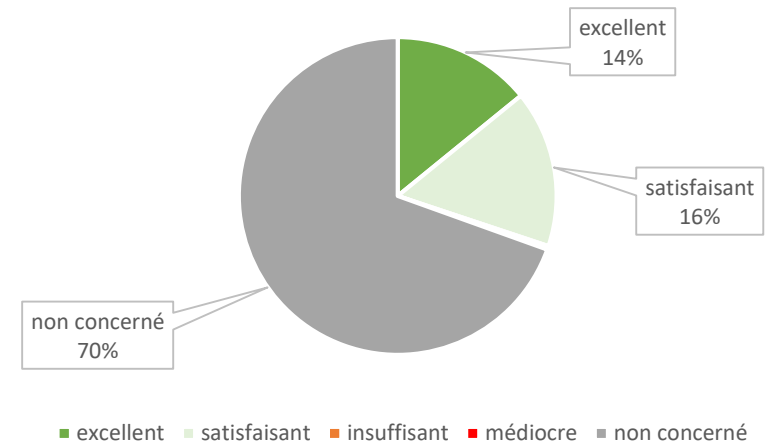


# Formations / Audits

## Organisation de la prestation (respect des horaires, durée...)

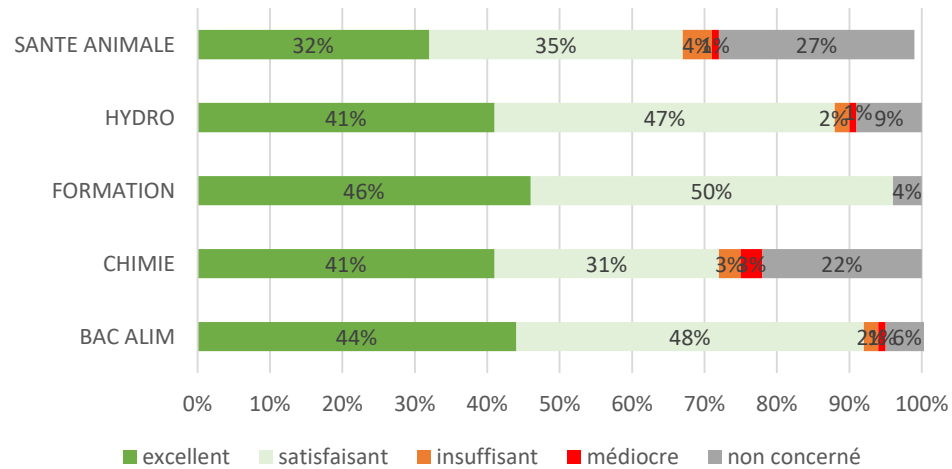
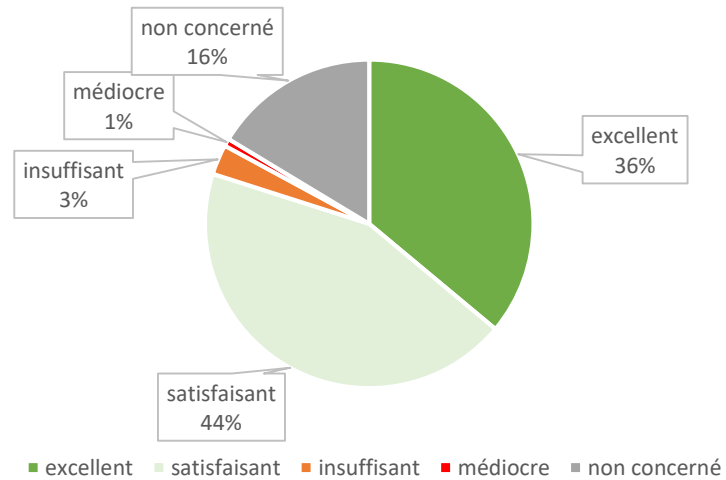


## Contenu adapté à vos attentes

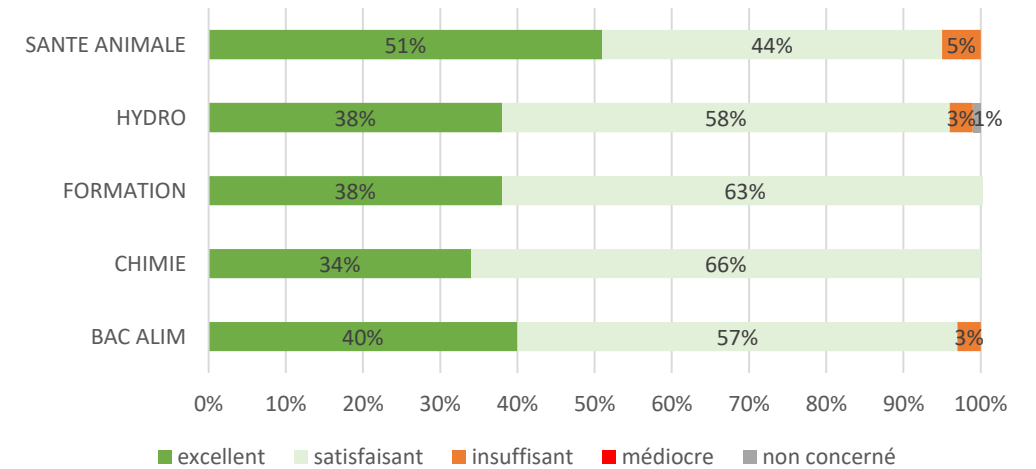
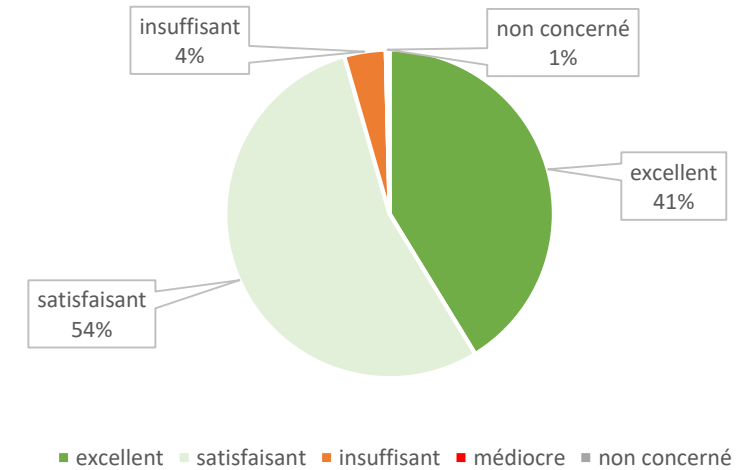




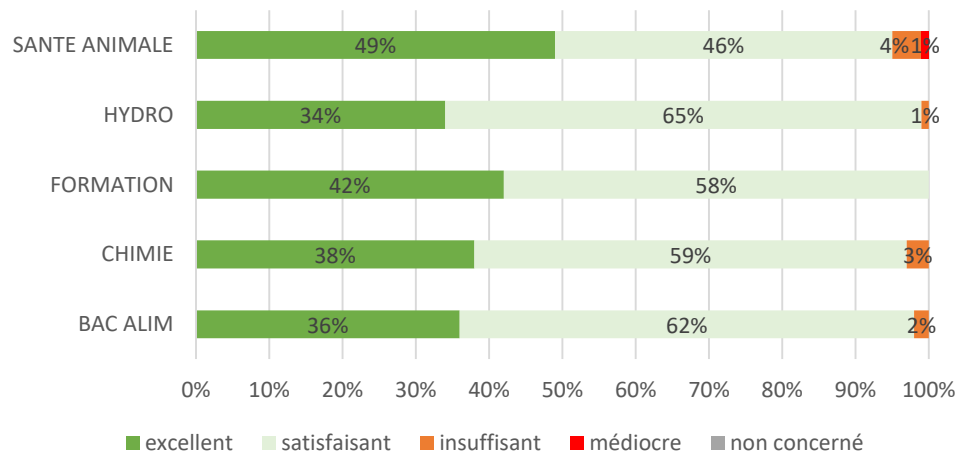
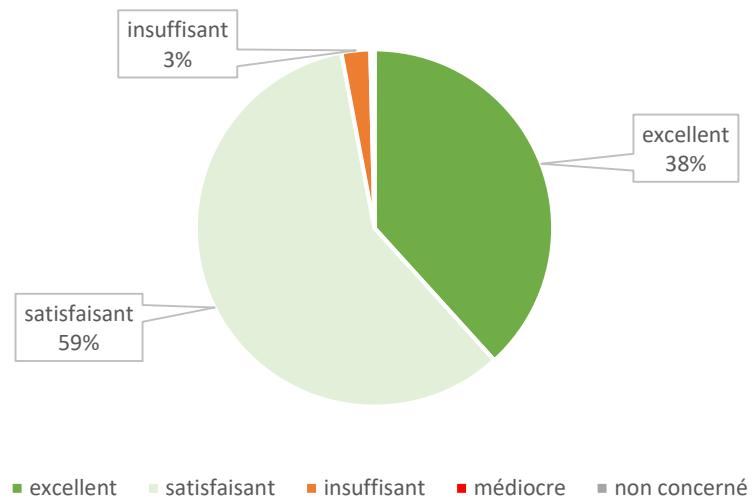
## Prélèvements / acheminement des échantillons



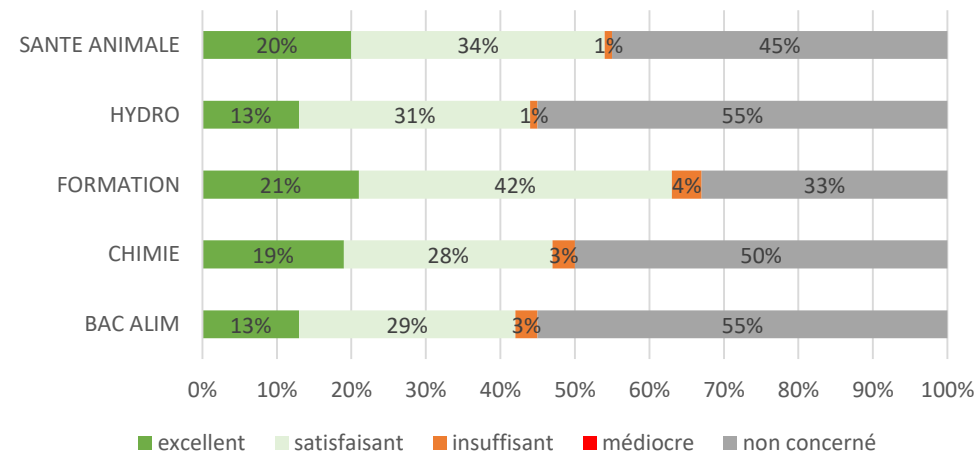
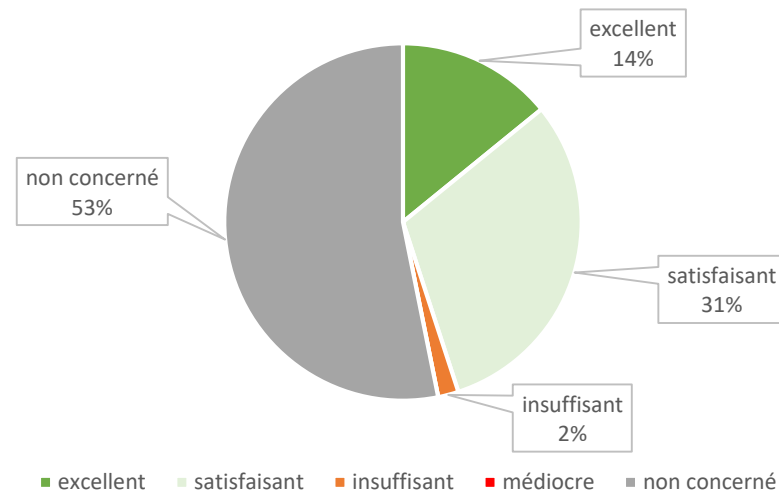
## Délai d'analyse



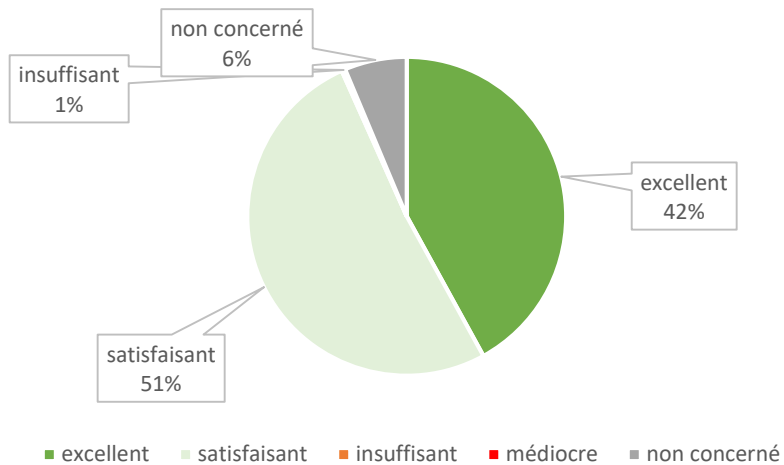
## Clarté des résultats



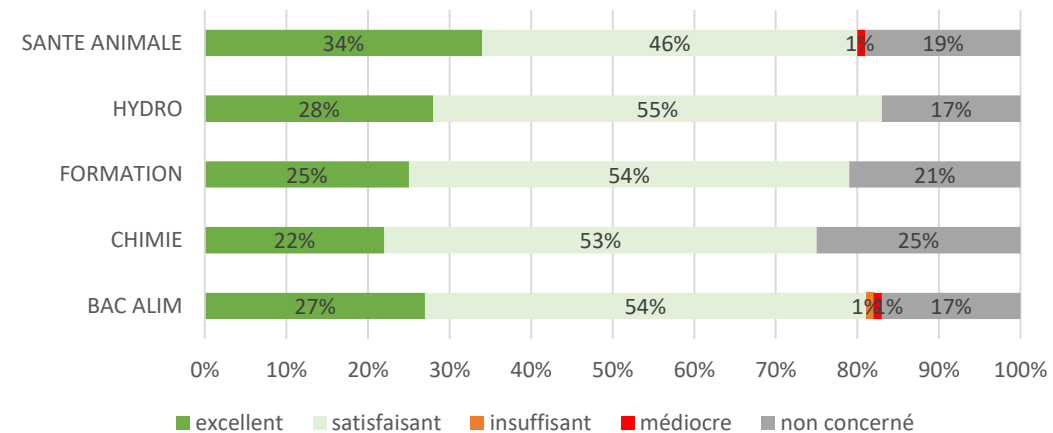
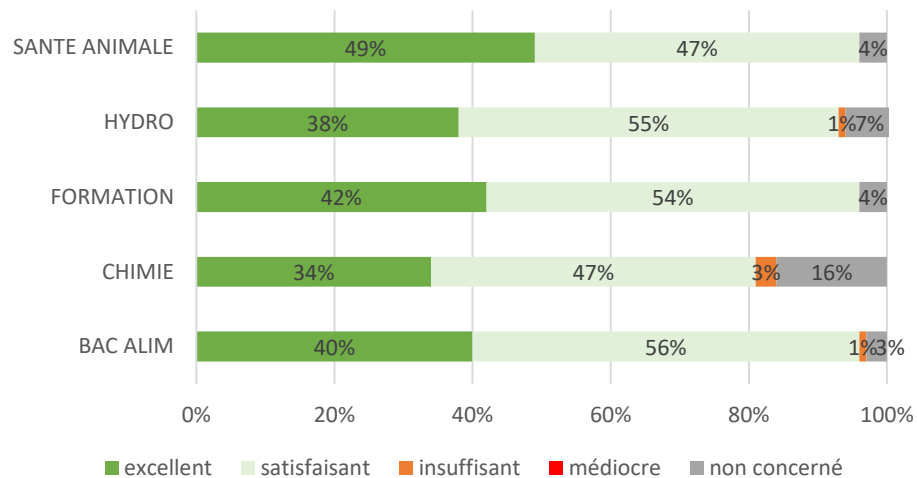
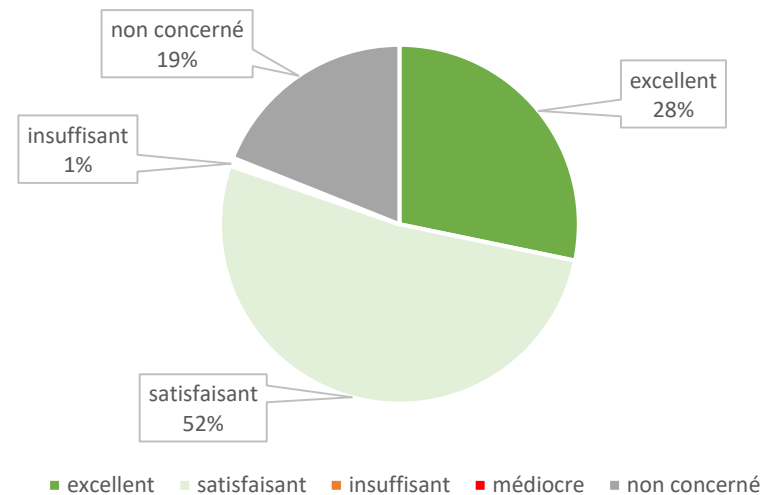
## Que pensez-vous de notre extranet ?



## Discrétion et confidentialité



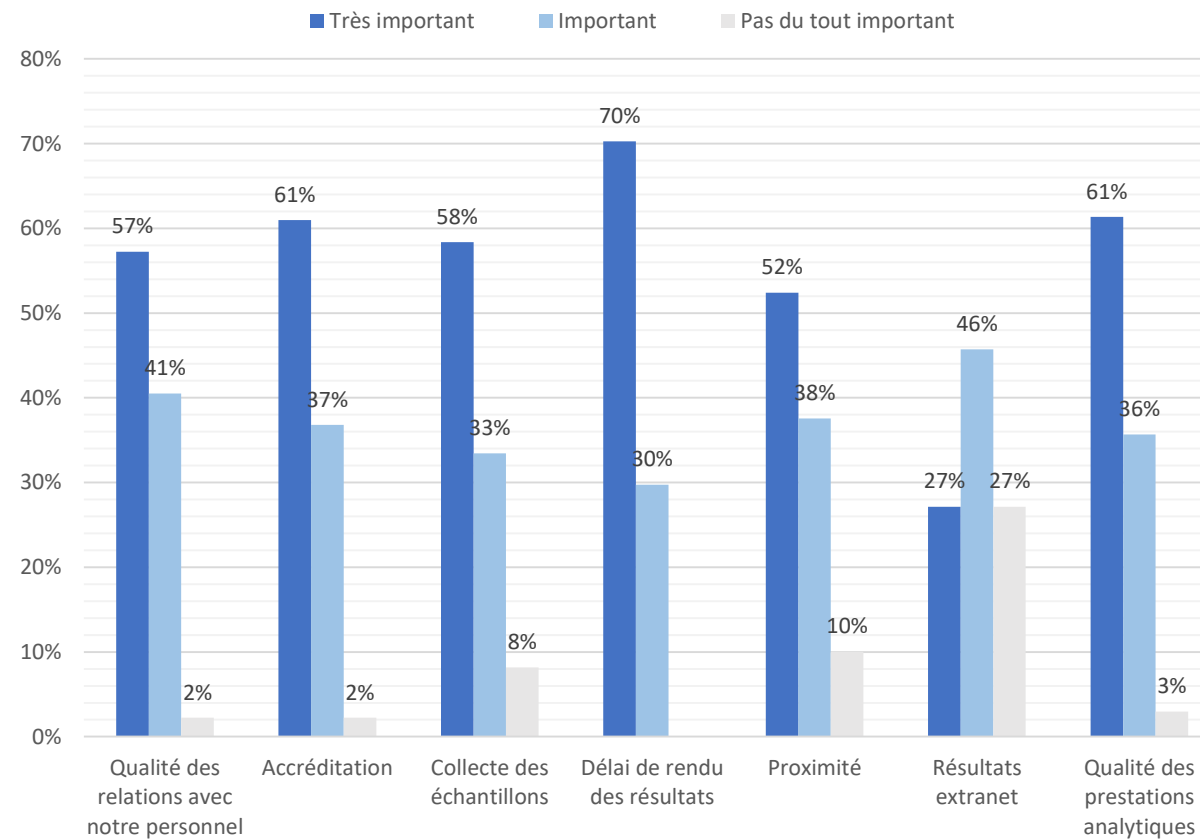
## Etes-vous satisfaits des différents modes de paiement d'Aveyron Labo ?



# Nous avons ouvert 2 pages Facebook cette année : Aveyron Labo et AVL Genetics, Les connaissez-vous ?

OUI	2%
NON	98%

## Raisons de votre collaboration avec Aveyron Labo



# Appréciation globale

