

Enquête de satisfaction 2023

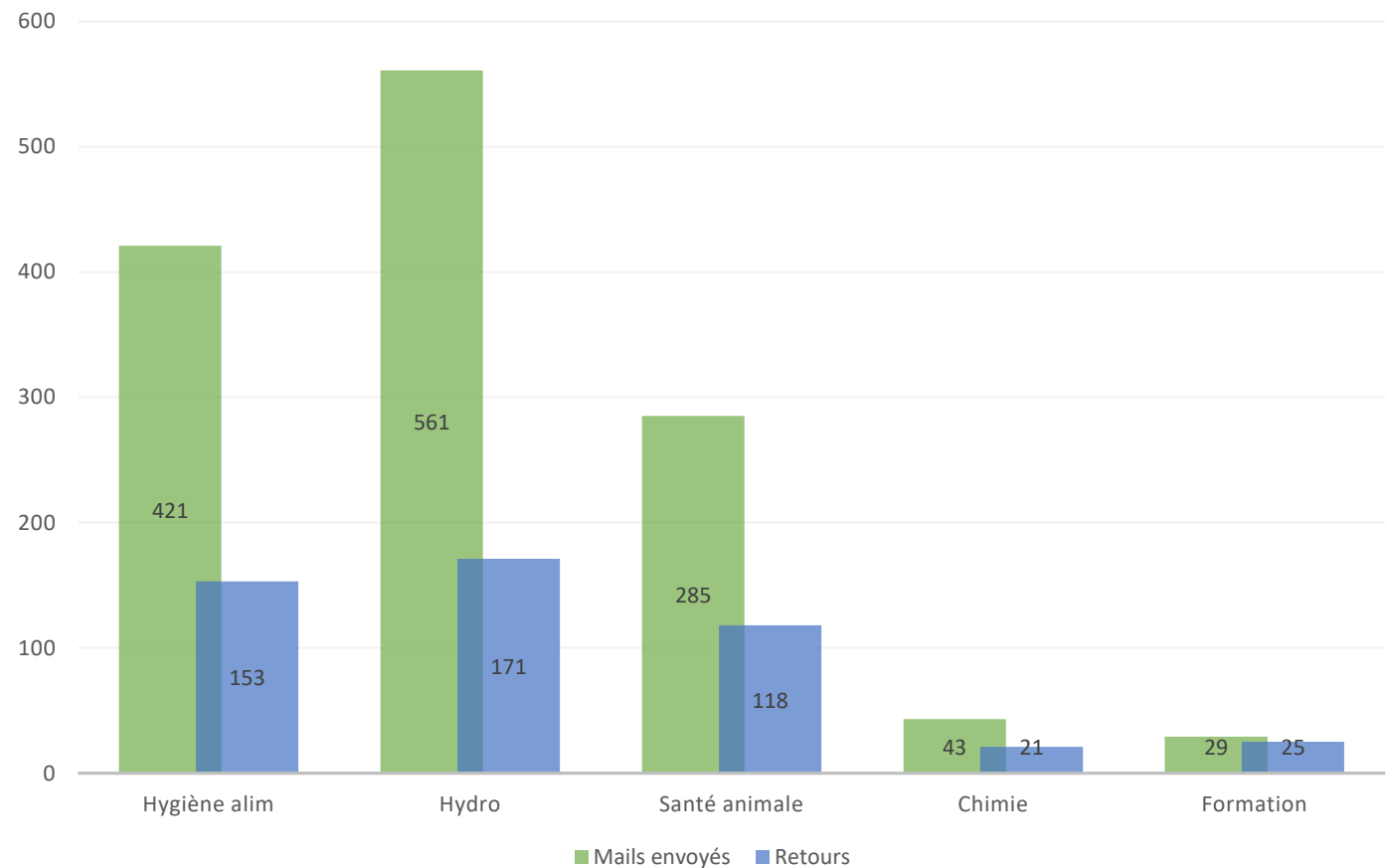
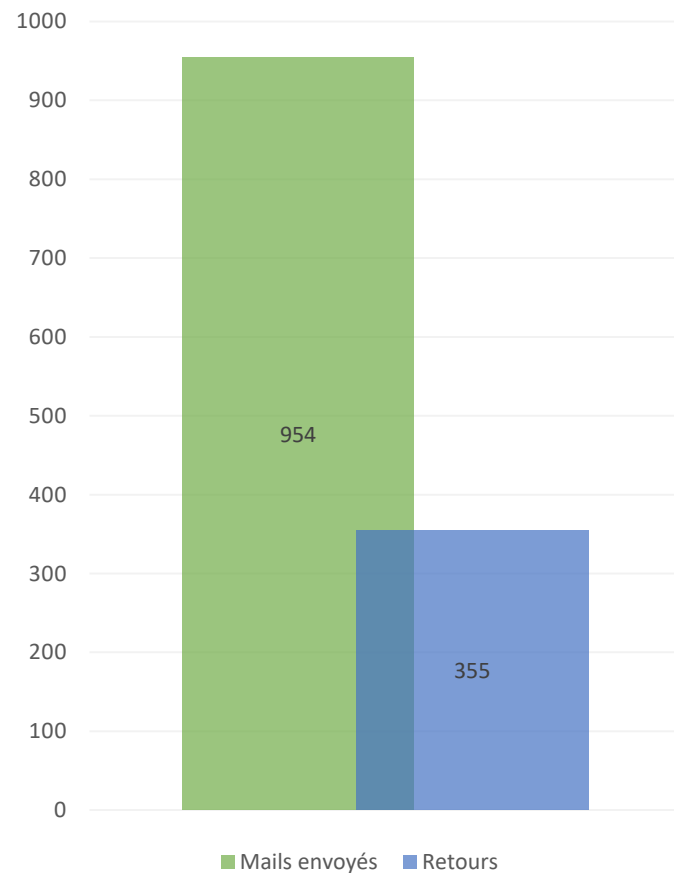


L'enquête de satisfaction a été menée du 14/12/2023 au 05/02/2024

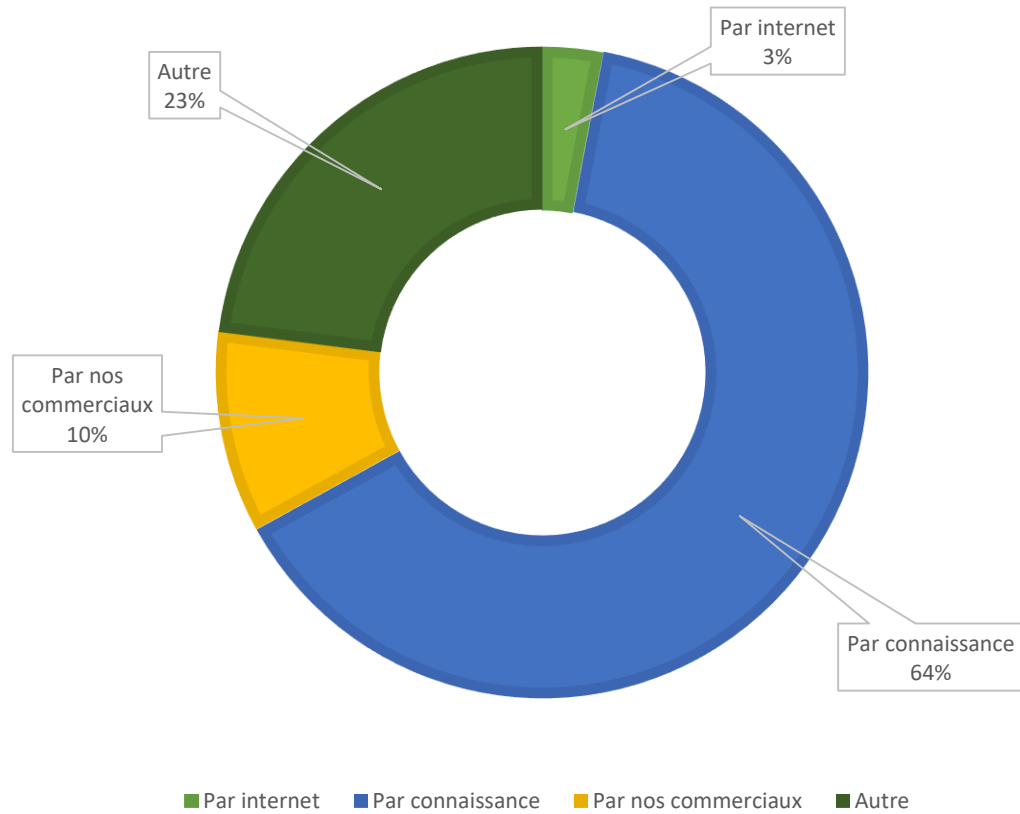
954 mails ont été envoyés et 355 réponses ont été obtenues

(soit un taux de retour de 37.2%)

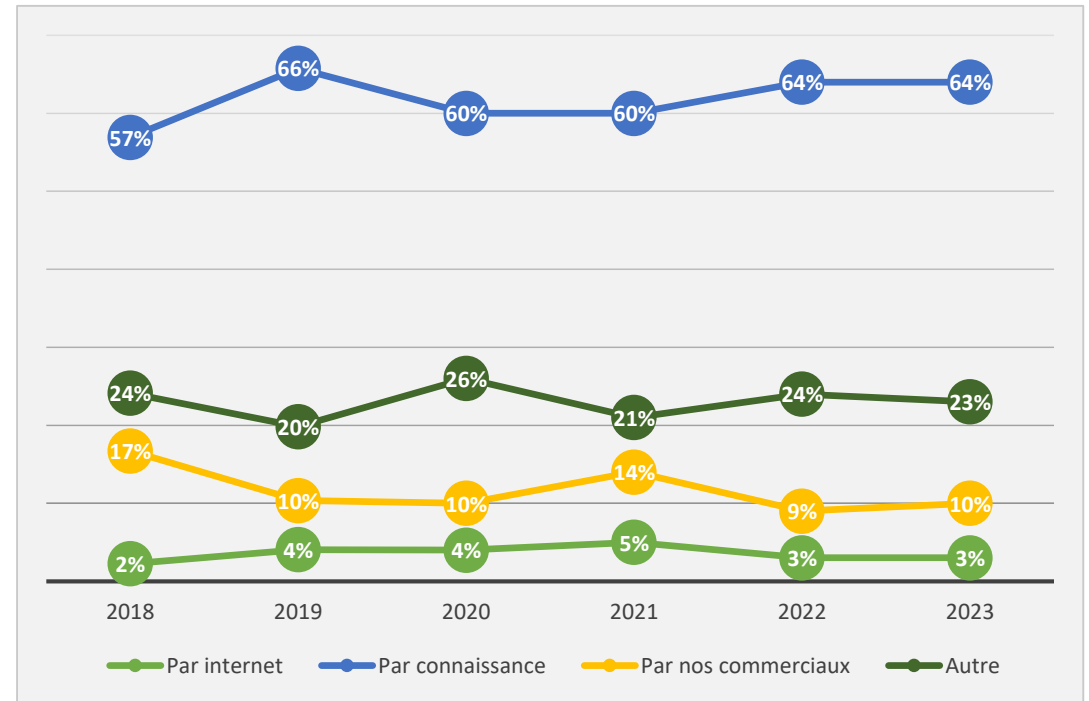
10 clients ne souhaitent pas que leurs réponses soient traitées



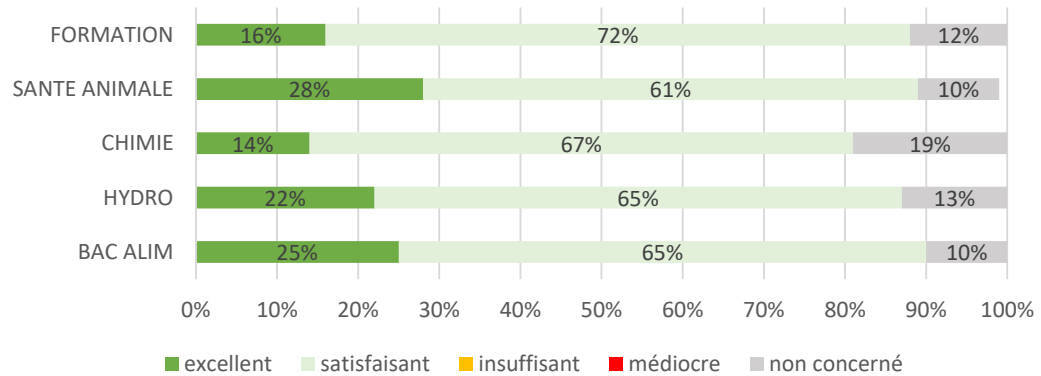
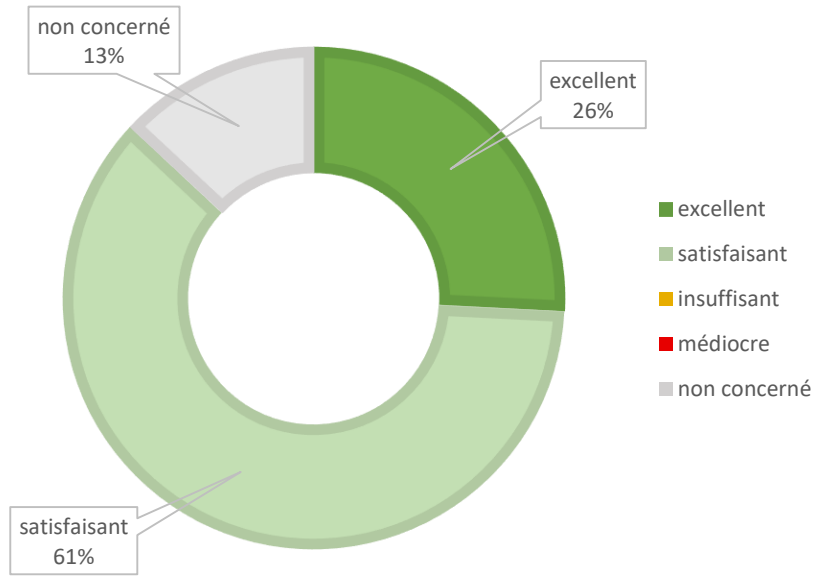
Comment avez-vous connu notre laboratoire ?



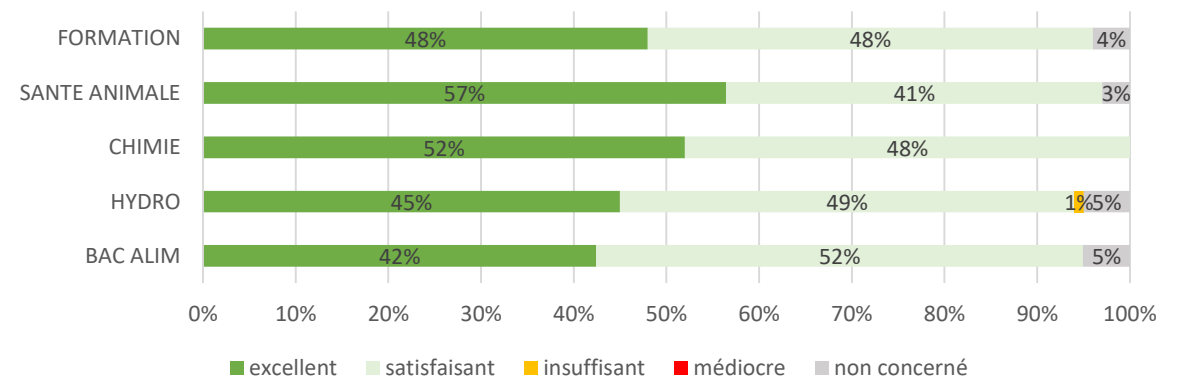
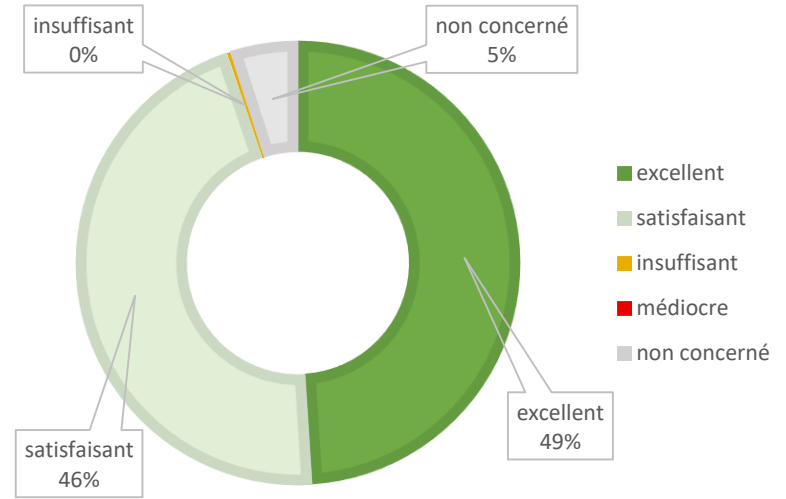
Evolution des 6 dernières années



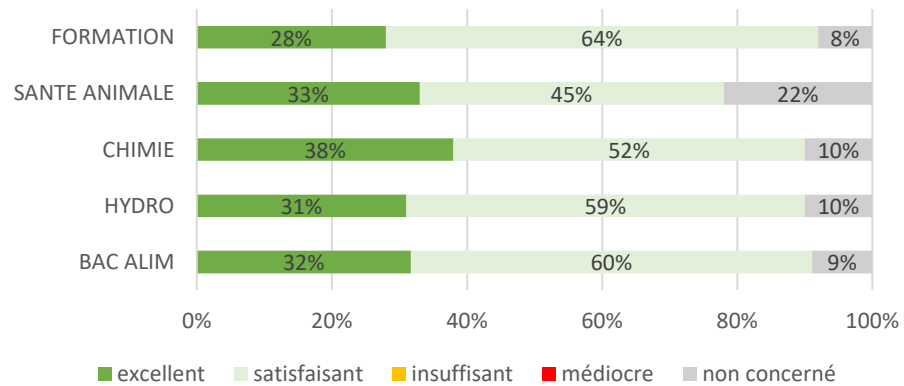
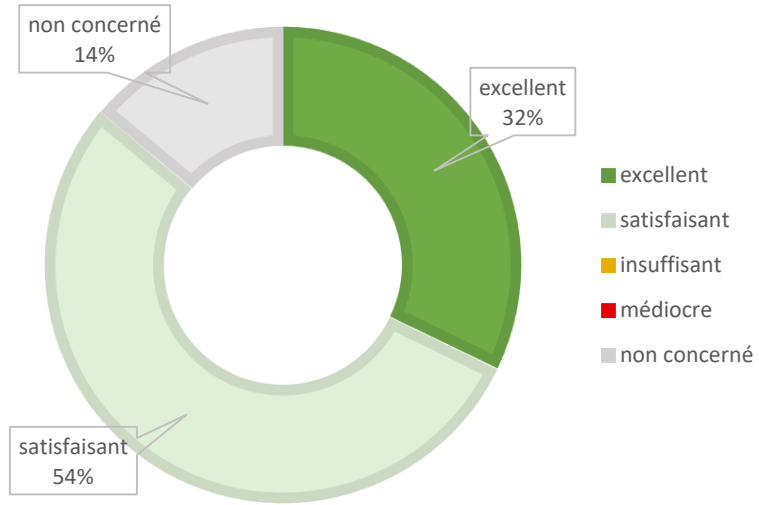
Que pensez-vous de nos horaires d'ouverture ?



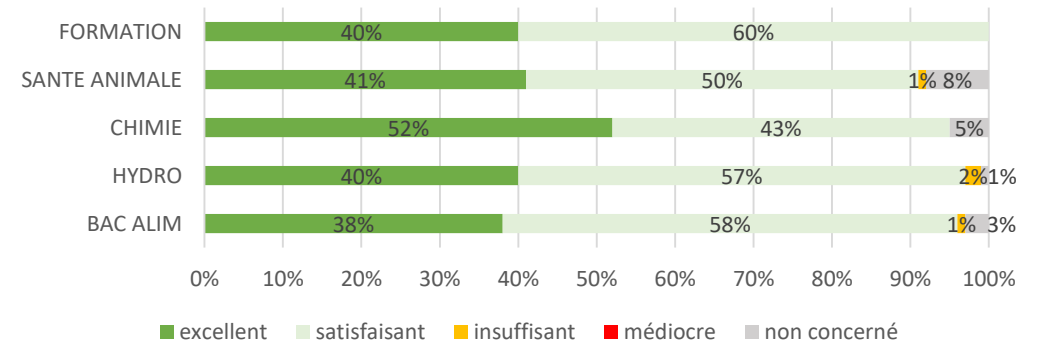
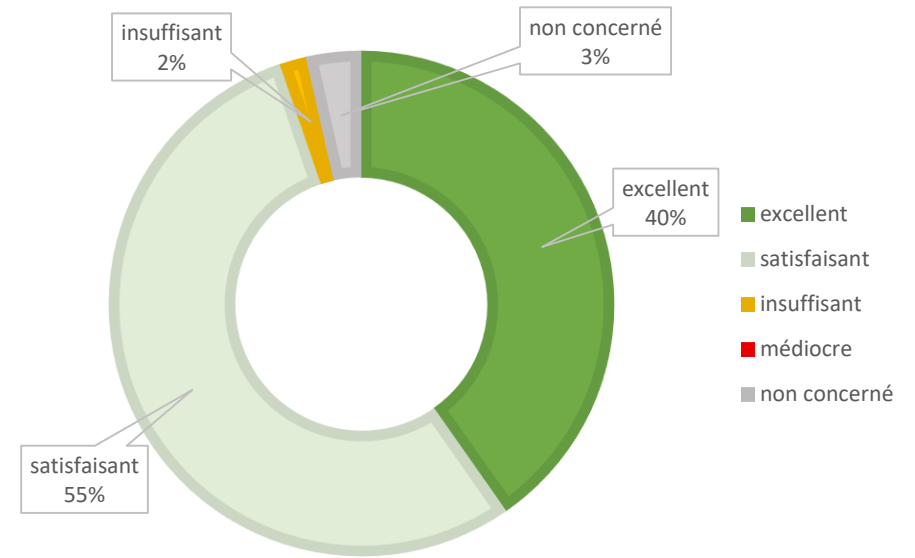
Prise en charge de votre appel (amabilité, compréhension de votre demande, réactivité)



Délai de réception des propositions et devis



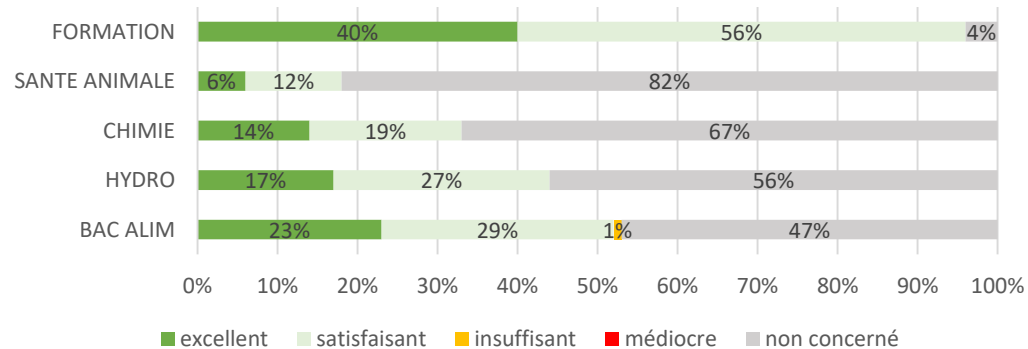
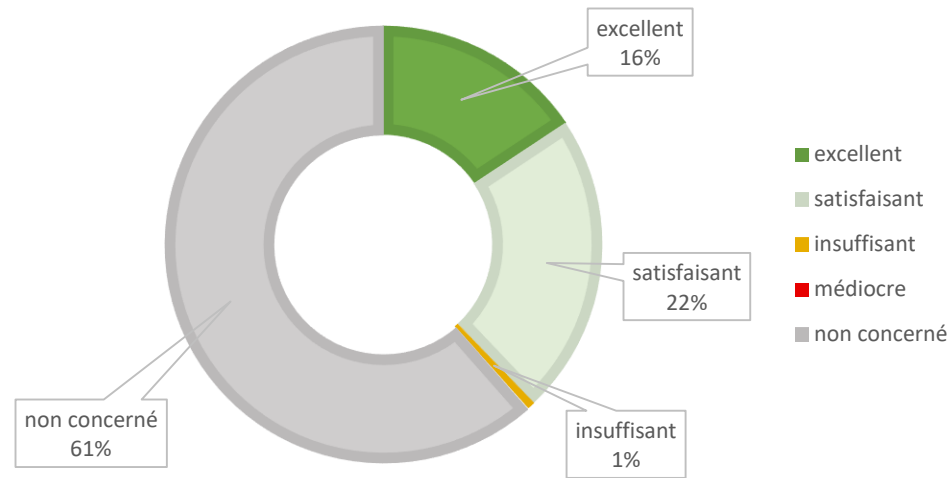
Renseignements techniques sur les analyses



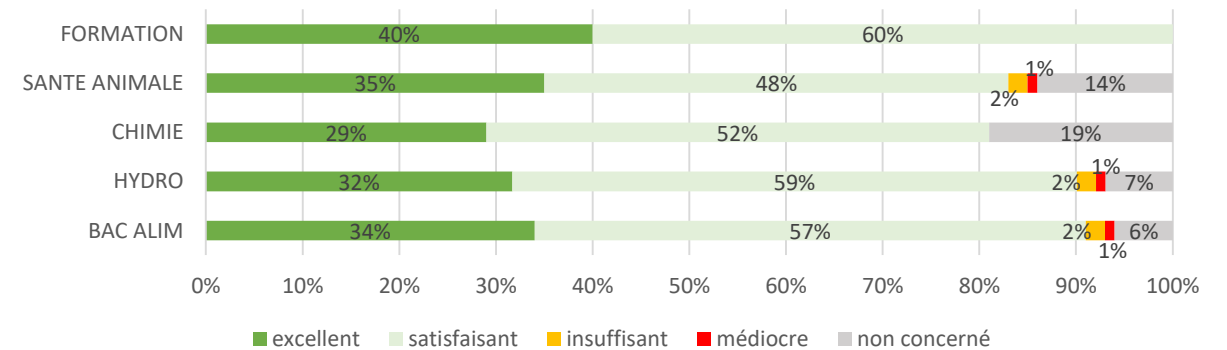
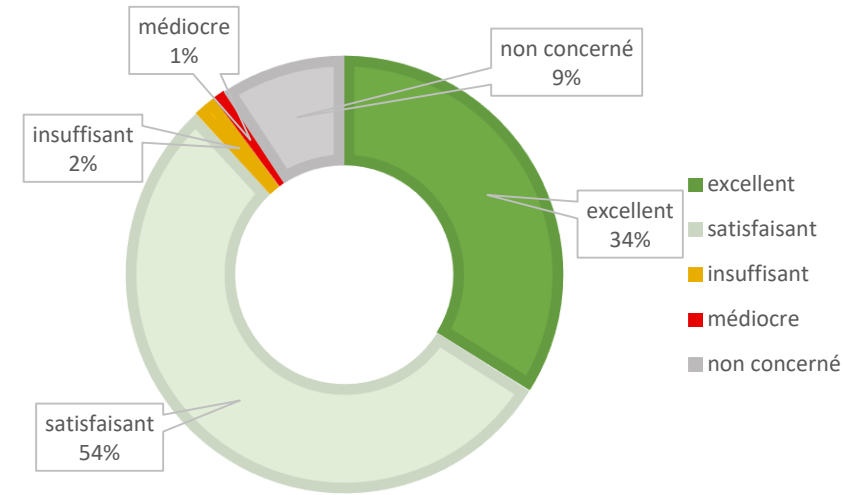


Formations / audits / conseils :

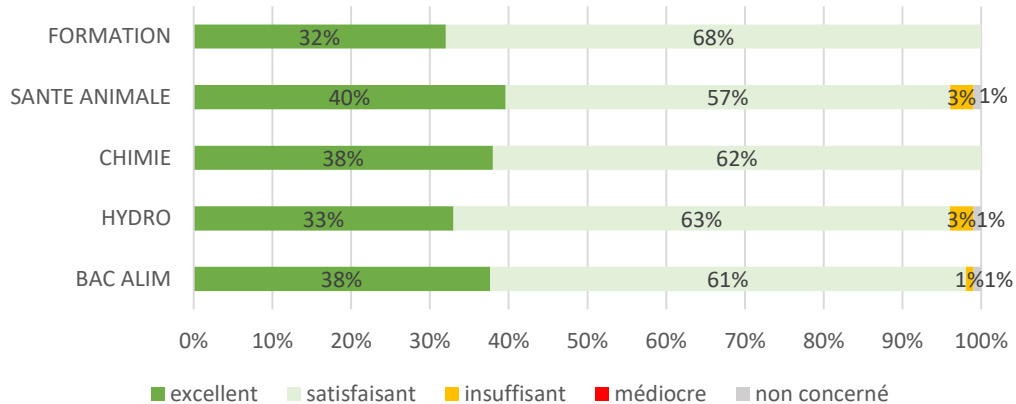
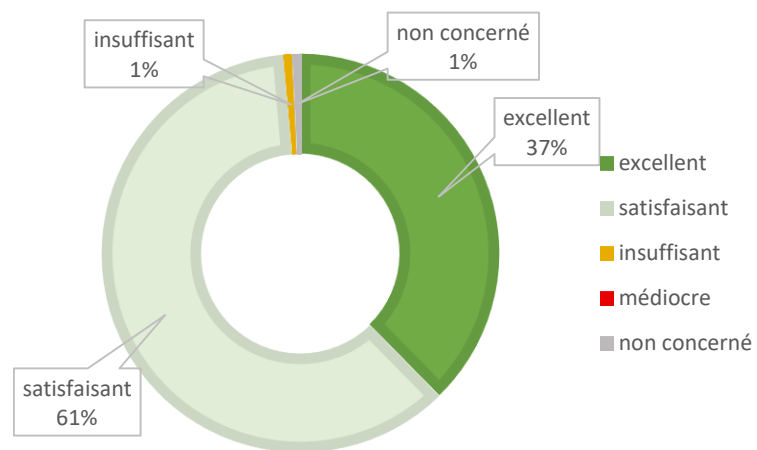
Si vous avez été concernés par une prestation, qu'avez-vous pensé de l'organisation et du contenu de cette dernière ?



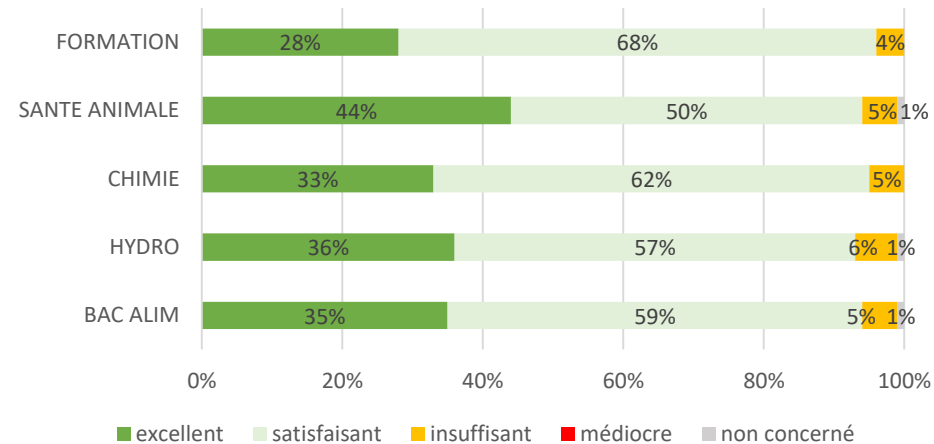
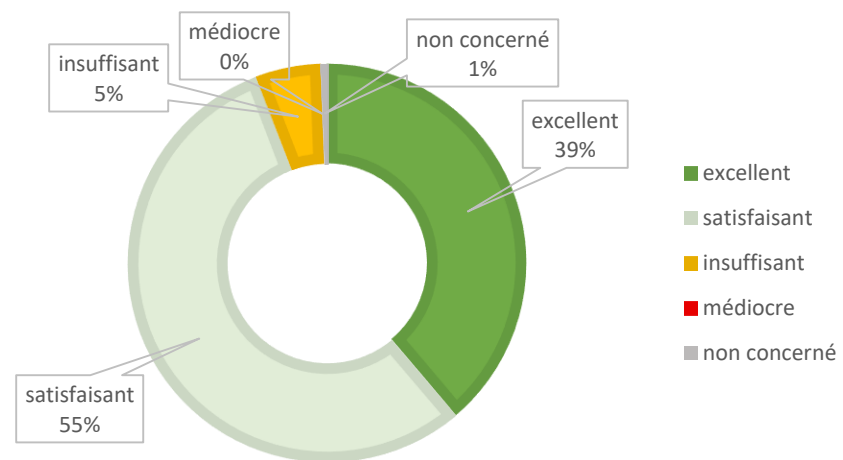
Prélèvements / Acheminement des échantillons



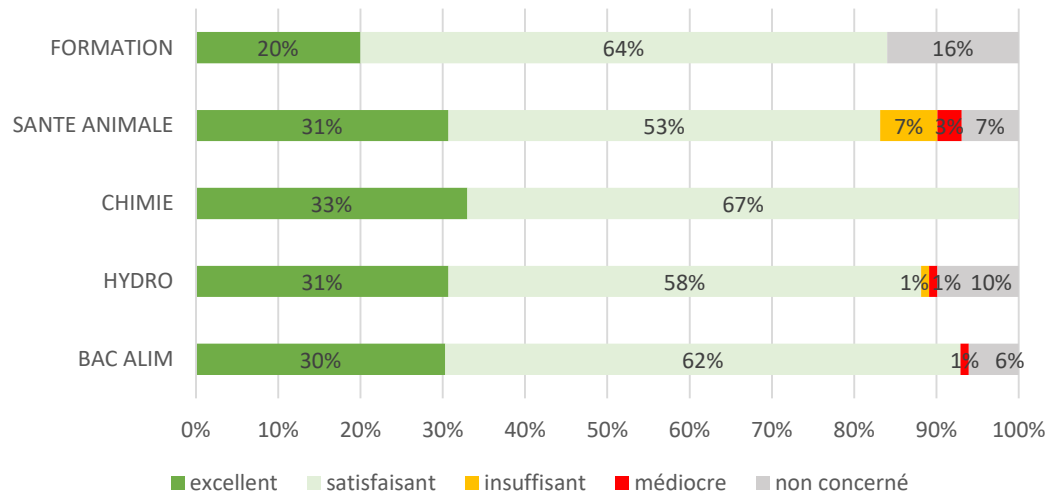
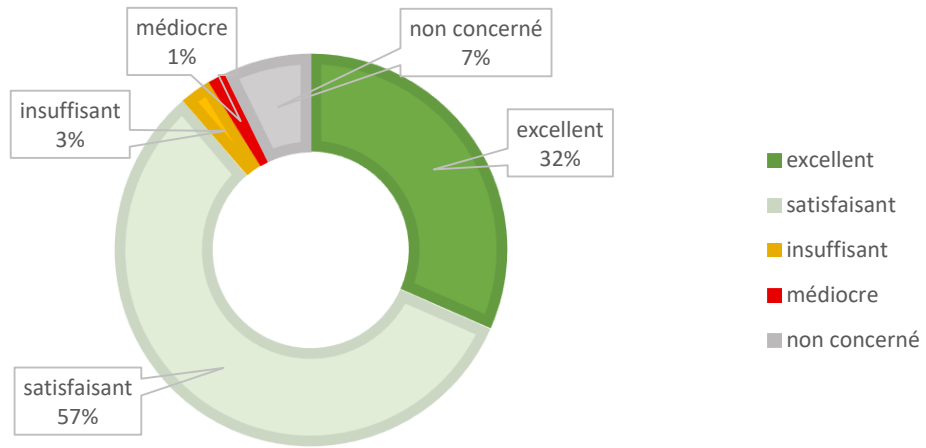
Délai d'analyse



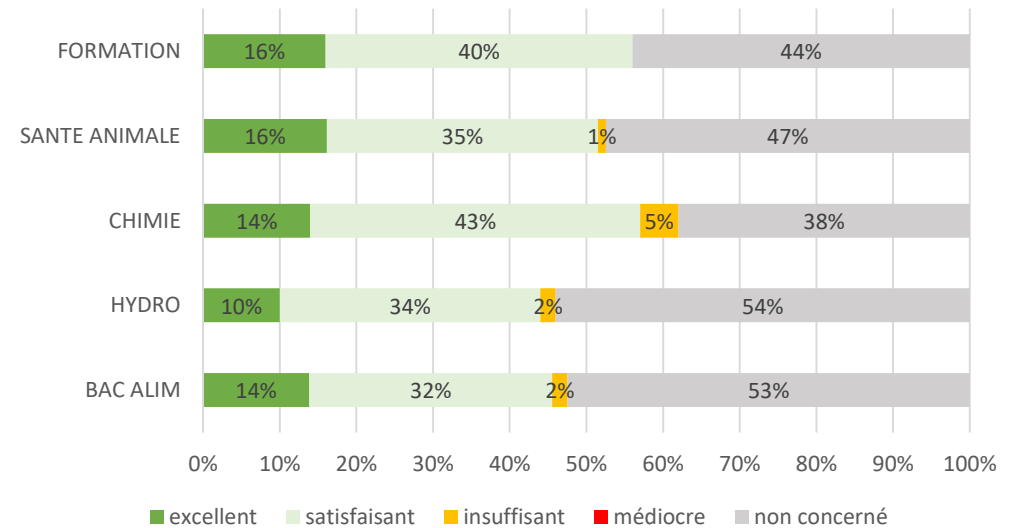
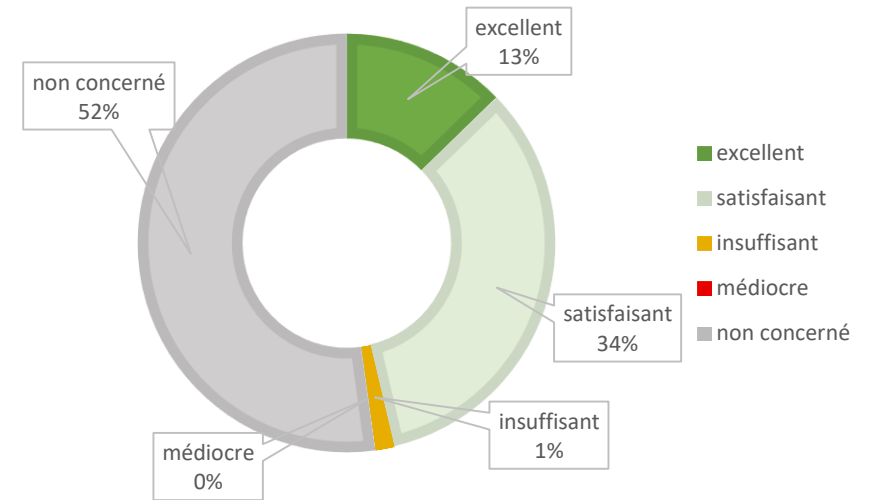
Clarté des résultats



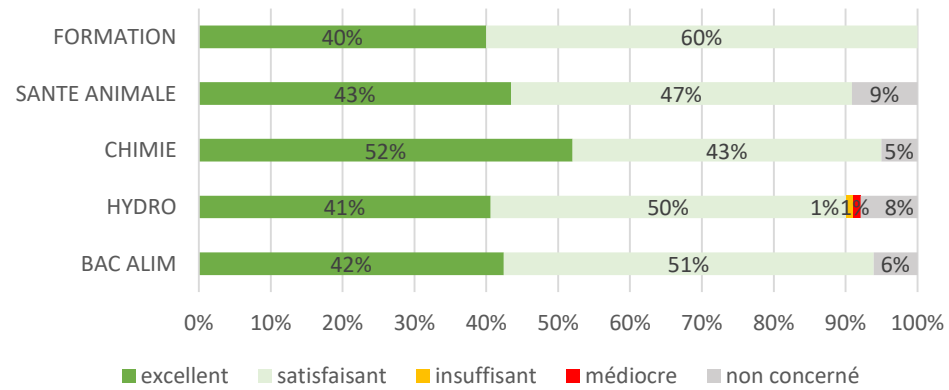
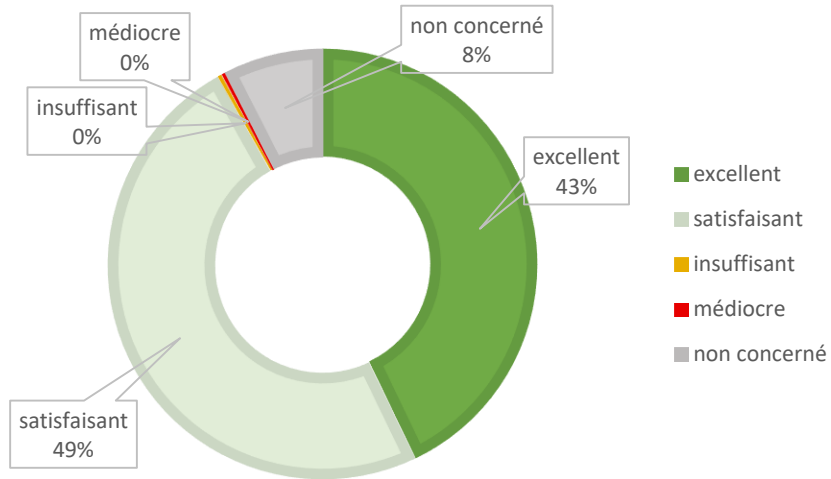
Clarté des factures



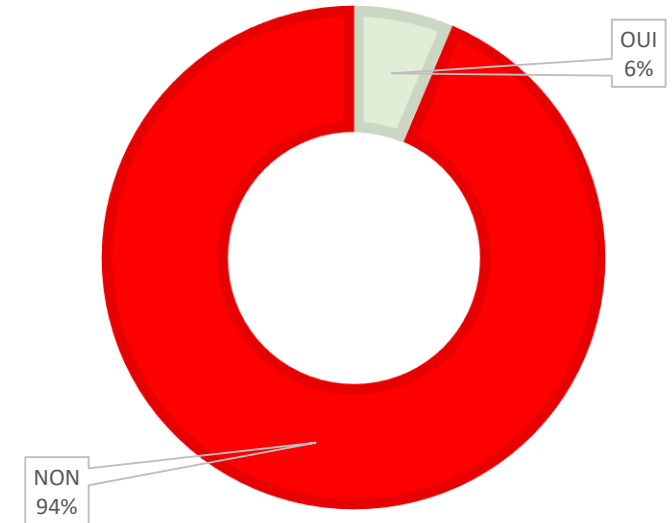
Que pensez-vous de notre extranet ?



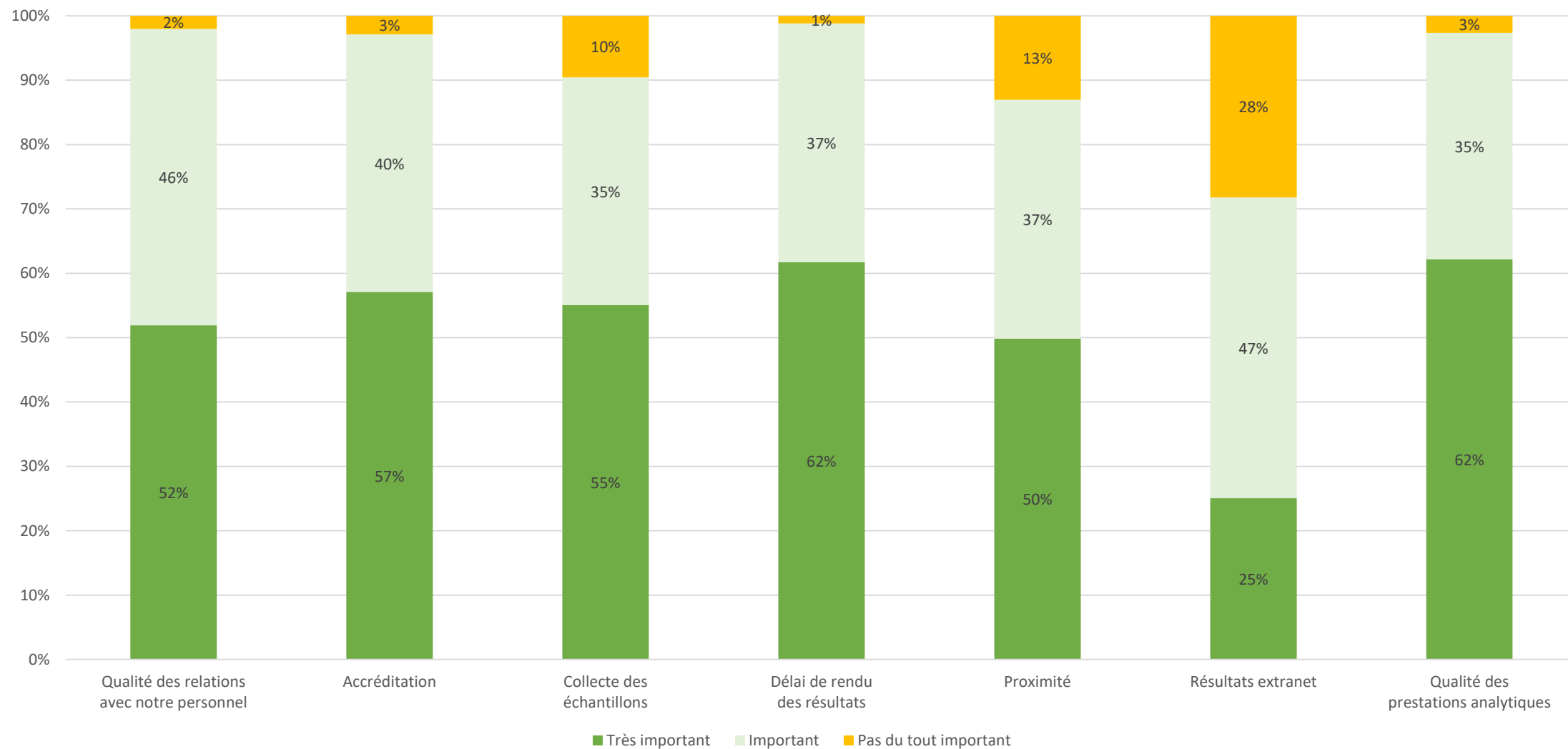
Discrétion et confidentialité



Connaissez-vous nos pages Facebook ? « Aveyron Labo » et « AVL Genetics »



Quelles sont les raisons de votre collaboration avec Aveyron Labo ?



Appréciation globale

