

Your opinion is important to us!

Customer satisfaction poll

We are very interested in getting to know your assessment of our services. Please be so kind and complete the survey below, enabling us to meet your suggestions even better in the future.



Please send the completed survey to gsm-contact@ezag.com.

Customer	
Address	
Phone/Fax	
Contact person	
Device (serial number)	
Date	

Criteria of evaluation	excellent	good	satisfiable	deficient
1. Behaviour of contact persons				
1.1 Availability				
- Commercial personnel				
- Service technicians				
1.2 Friendliness				
- Commercial personnel				
- Service technicians				
1.3 Professional competence				
- Commercial personnel				
- Servicetechniker				
2. Project handling				
2.1 Consideration of customer's benefit				
2.2 Competence in problem solving				
2.3 Quickness of project handling				
2.4 Quality of project handling				
2.5 Punctuality of delivery				
3. Complaints				
3.1 Response time				
3.2 Quality of complaint handling				
3.3 Proposals for problem solving				
4. Product quality				
4.1 Technical specification				
4.2 Design				
4.3 Susceptibility to repairs				
Overall evaluation				
Requests for the further cooperation				

We ensure you strict confidentiality of your data and guarantee that the data and its evaluation are used exclusively for our business purposes.
Gamma-Service Medical GmbH, Bautzner Str. 67, 04347 Leipzig,
Phone: +49 341/46372801, Mrs Grietje Sender



Eckert & Ziegler

Gamma Service Medical