

ASSOCIAZIONE ITALIANA ALLEVATORI LABORATORIO STANDARD LATTE VIA DELL'INDUSTRIA, snc – 00054 MACCARESE (RM) TEL. 06 6678830 FAX 066678811 E-MAIL Isl@aia.it

CUSTOMER SATISFACTION SURVEY-2023

Customer

| | Very satisfied | Satisfied | Neutral | Unsatisfied | Very unsatisfied | N/A |
|---|----------------|-----------|---------|-------------|---------------------|-----|
| How satisfied were you with the product / service? | | | | | | |
| How do you judge the quality of our services/ products? | | | | | | |
| How do you judge the ratio quality/price of our service/products? | | | | | | |

Overall, how do you judge the LSL staff according to:

| | Very satisfied | Satisfied | Neutral | Very unsatisfied | N/A |
|--|----------------|-----------|---------|------------------|-----|
| Availability | | | | | |
| Technical knowledge | | | | | |
| Capacity in listening and giving suggestions | | | | | |

What do you like about our product / service?

What do you dislike about our product / service?