



on top!

CUSTOMER SATISFACTION SURVEY 2014



Customer Satisfaction Survey - 2014

TÜV AUSTRIA HELLAS on top!

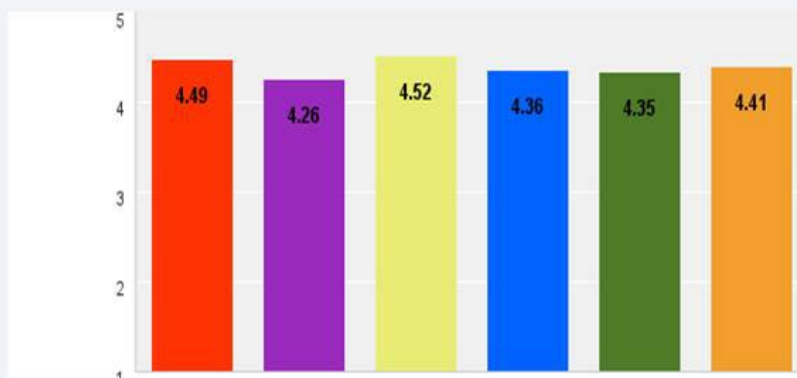
TÜV AUSTRIA HELLAS considering its customer-oriented philosophy and the continuous improvement of quality of its services, carried out an **Online Customer Satisfaction Survey**, collecting **825 completed questionnaires**. The survey was conducted from January 26, 2015 until February 28, 2015 and consists the **largest survey ever performed by a Certification-Inspection Body**, which operates in Greece.

Given the honest relationship we want to have with our customers and our commitment for continuous updating, we have the need to communicate the key findings from the survey.

Specifically, **the majority of respondents** have received the TÜV AUSTRIA HELLAS' **Management Systems Certification services**, followed by Training services. Based on their experience of the services, the customers were more satisfied by the Inspection – Certification services in Lifts and Lifting Equipment and in Management Systems, followed by Certification of Persons and Training services. Also, **the 84.5% said that TÜV AUSTRIA HELLAS fully meets their requirements and 97% would recommend it to other companies.**



Based on your experience, please rate, your satisfaction regarding the services you received from TÜV AUSTRIA HELLAS.

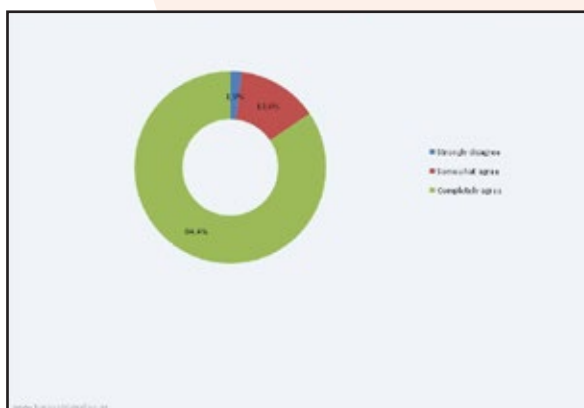


Management Systems Certification, Product Certification
Lifts and Lifting Devices, Industrial Inspection Services

Training, Personnel Certification

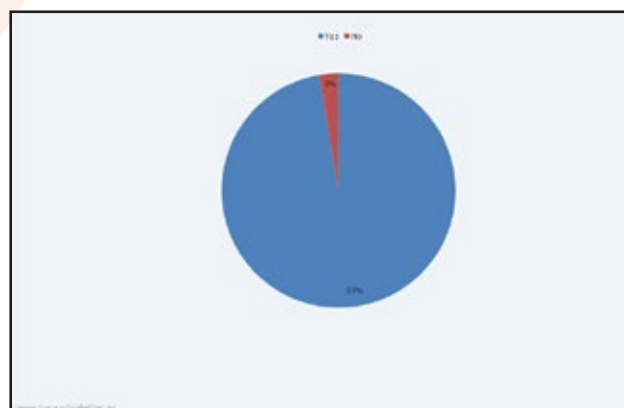
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Does TÜV AUSTRIA HELLAS satisfy your needs?



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Would you recommend TÜV AUSTRIA HELLAS to other companies or/and people?



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Compared to the other companies of the certification field, TÜV AUSTRIA HELLAS **seems to excel in technical competence of its inspectors**, but also in **service quality**. Also, 40% of respondents said they have **exclusive partnership with TÜV AUSTRIA HELLAS**.

Moreover, it is worth saying that according to the survey, characteristics such as **knowledge, direct response, good communication and cooperation** are evaluated as particularly positive when cooperating with TÜV AUSTRIA HELLAS. At the same time, the survey explained the kind of information the customers want to receive and the way they wish to be informed.

In conclusion, from all the research, the results show that **customer satisfaction** by our company enjoys a **very high level** for all services, confirming the leadership of the organization in Greece both in terms of clientele and mainly in quality service and high technical competence of its staff."

The General Manager, Mr. Yiannis Kallias said:

// First of all, we want to **thank** our customers for their participation in the survey, but mainly for their **trust** in TÜV AUSTRIA HELLAS. We commit to **utilize the findings of the survey and incorporate any recommendations for improvement** in our operation. Also, we inform them that not only we will conduct and publish annual customer satisfaction survey, but we will extend it to our customers in abroad. **//**



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