

CUSTOMER SURVEY RESULTS 2015

300 clients surveyed

31 responded

Response rate 10.33%

Ratings

Very Good	Good	Satisfactory	Poor	Very Poor
5	4	3	2	1
12 From North		16 From South		3 Unknown

No	Question	Result out of 5	Result out of 5
		2015	2014
1	Are our staff friendly, polite and courteous on the telephone?	4.4	4.4
2	Do we respond promptly to queries and requests?	4.7	4.6
3	Is the advice given by our technicians helpful and appropriate?	4.9	4.6
4	Is the layout of our pricelist clear and understandable?	4.3	4.2
5	How do you rate the accuracy of the fit of our appliances?	4.5	4.6
6	How do you rate the occlusal accuracy of our appliances?	4.3	4.2
7	How do you rate the aesthetic result of our appliances?	4.5	4.4
8	How do you rate the overall presentation of our products?	4.7	4.6
9	Do we keep you informed if there is a delay in getting appliances to you?	4.4	4.5
10	Do we deliver on time?	4.5	4.6
11	Is our delivery person polite, friendly and have a tidy appearance?	4.6	4.8
12	Do you perceive us to be a quality dental laboratory?	4.7	4.5
	TOTAL	4.5	4.5