

Enquêtes sur interventions du 01/04/2017 au 18/07/2017

Nombre enquêtes réalisées : 39

Taux de contact : 20,31%

Satisfaction moyenne techniciens : 9,46

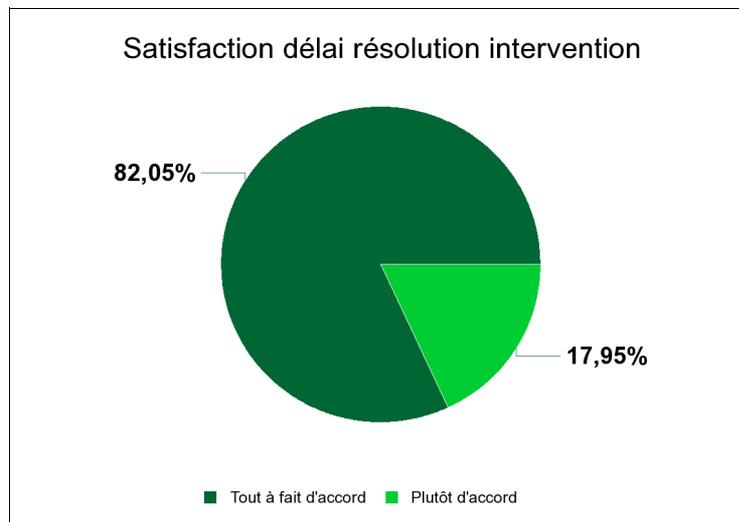
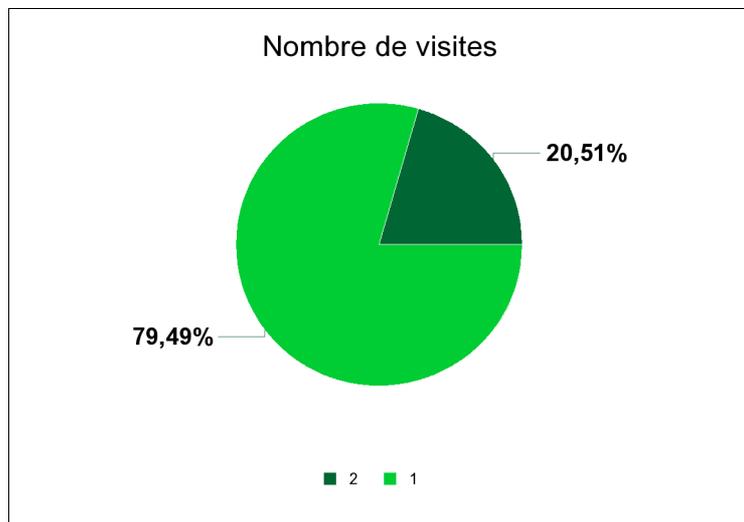
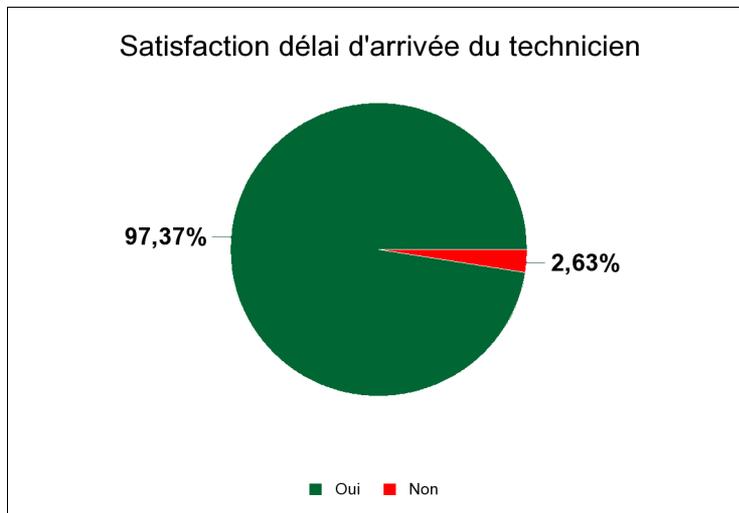
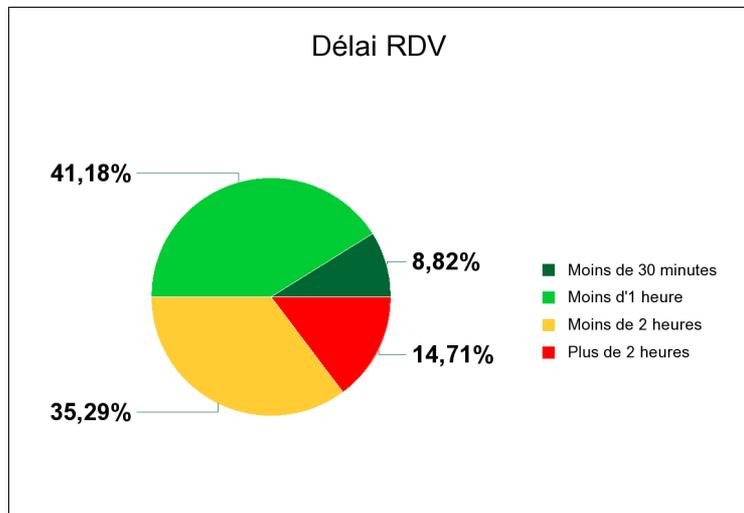
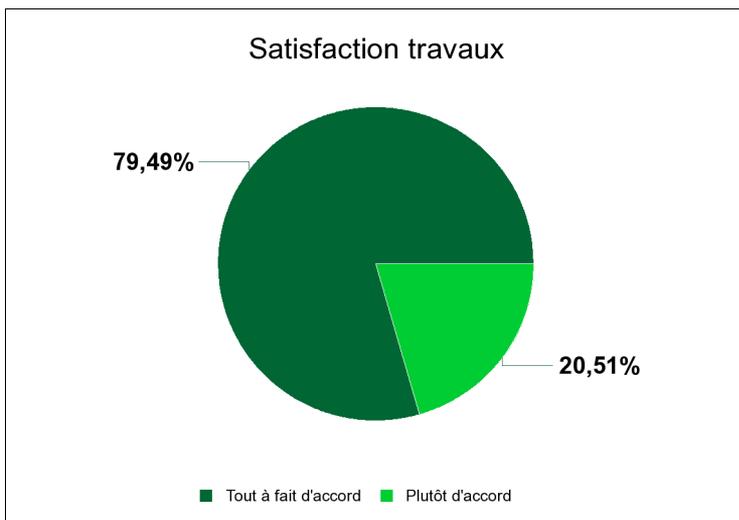
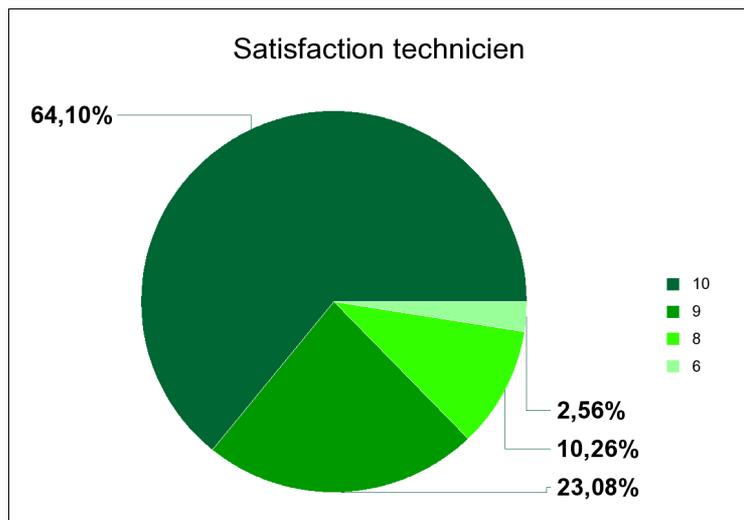
National techniciens : 9,14

Satisfaction travaux : 100%

National travaux : 95,99%

Satisfaction délai résolution intervention : 100%

National délai résolution : 93,68%





Taux de satisfaction nettoyage : 100%

Taux de satisfaction attitude : 100%

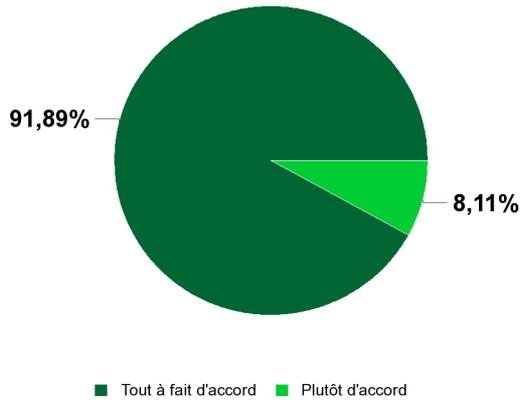
Taux de satisfaction apparence : 100%

Nettoyage national : 96,98%

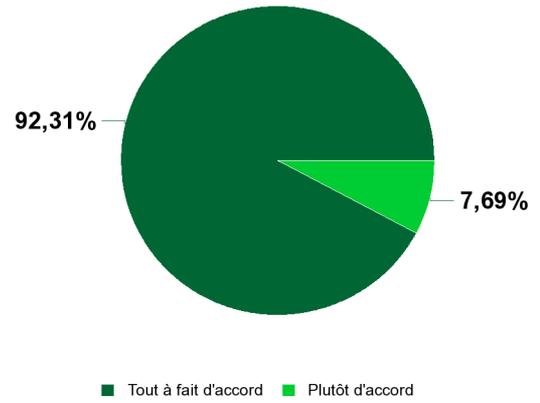
Attitude national : 99,11%

Apparence national : 99,23%

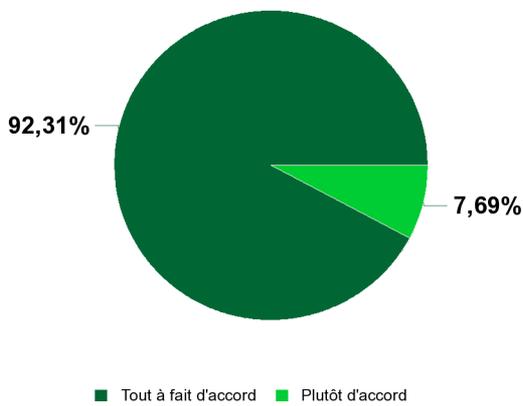
Satisfaction nettoyage techniciens



Satisfaction attitude techniciens



Satisfaction apparence techniciens



Enquêtes sur interventions du 01/04/2017 au 18/07/2017

Nombre enquêtes réalisées : 29

Taux de contact : 25,22%

Satisfaction moyenne techniciens : 9,34

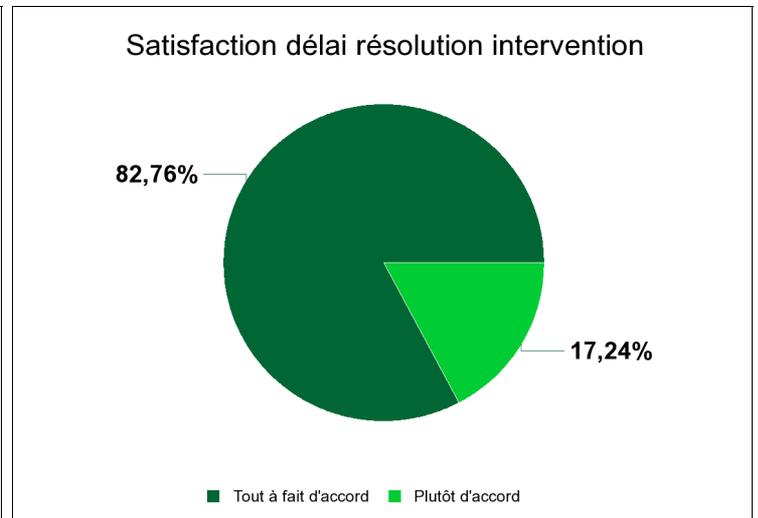
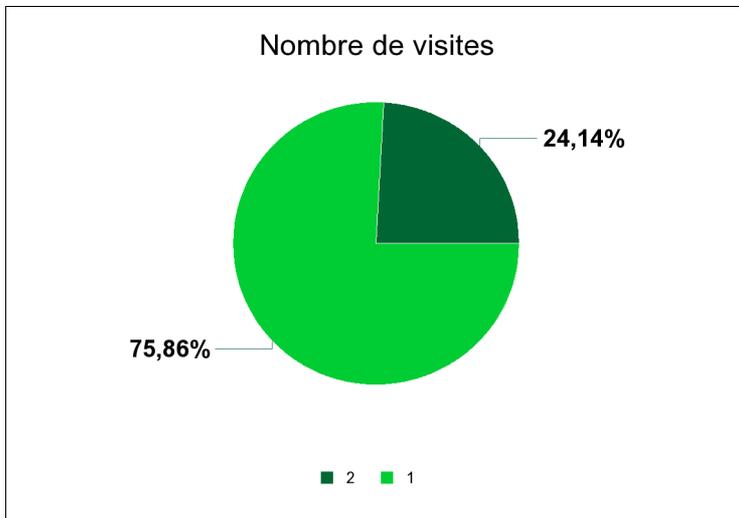
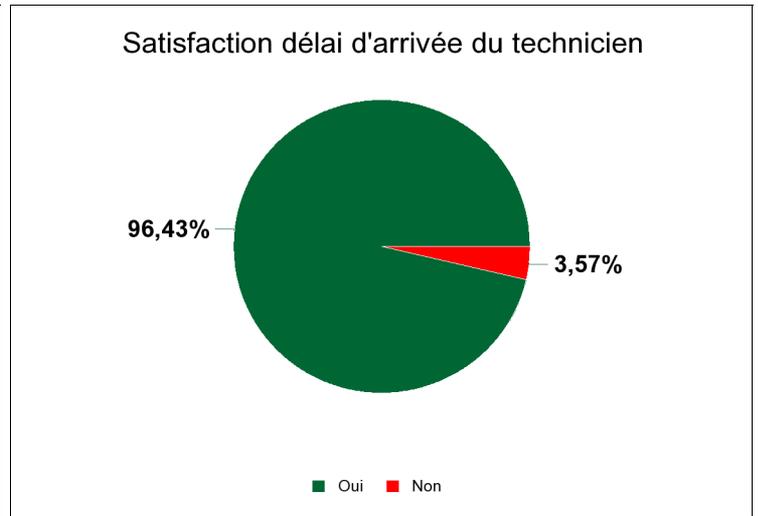
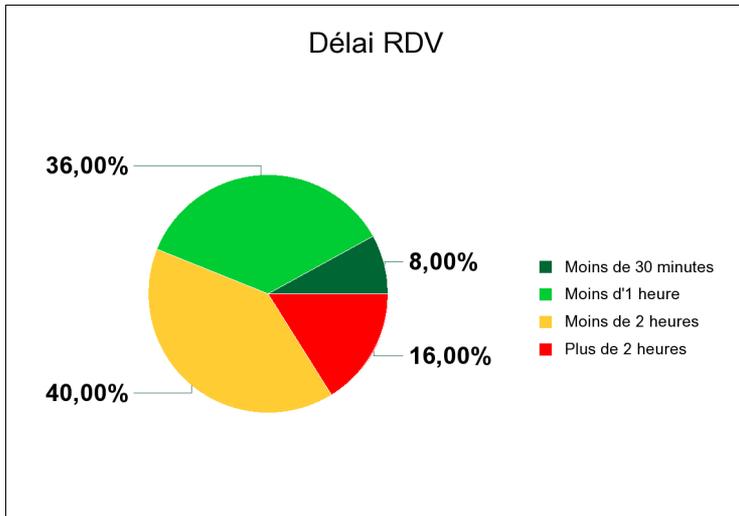
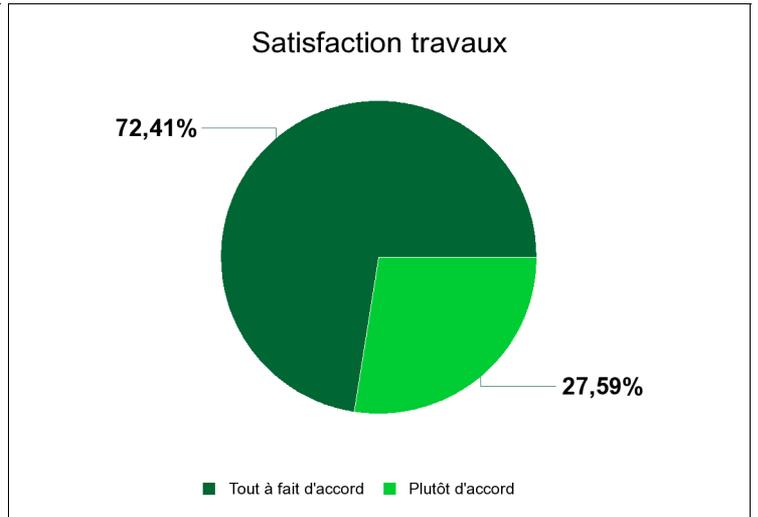
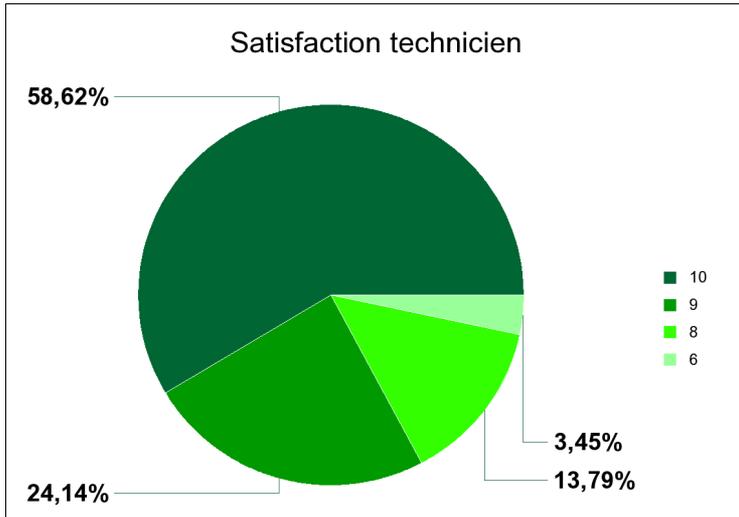
National technicien : 9,14

Satisfaction travaux : 100%

National travaux : 95,99%

Satisfaction délai résolution intervention : 100%

National délai résolution : 93,68%



Taux de satisfaction nettoyage : 100%

Taux de satisfaction attitude : 100%

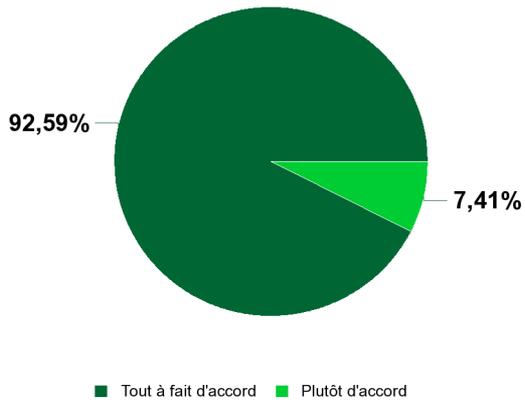
Taux de satisfaction apparence : 100%

Nettoyage national : 96,98%

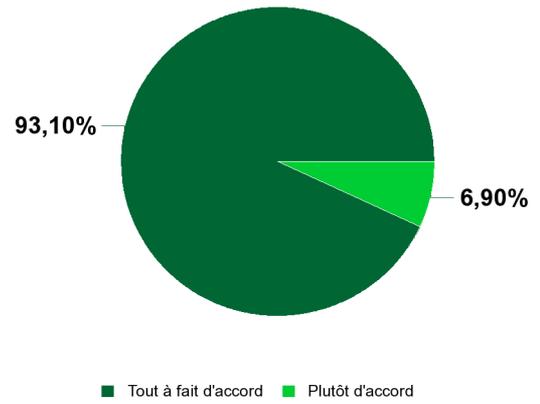
Attitude national : 99,11%

Apparence national : 99,23%

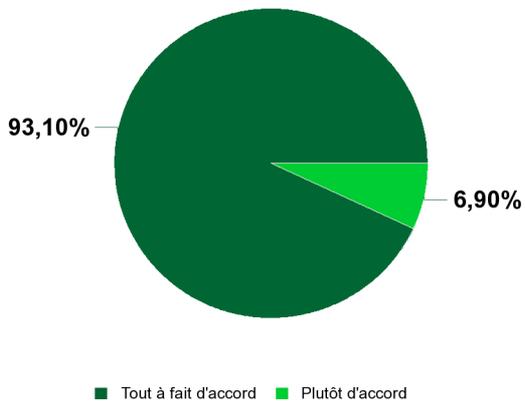
Satisfaction nettoyage techniciens



Satisfaction attitude techniciens



Satisfaction apparence techniciens



Enquêtes sur interventions du 01/04/2017 au 18/07/2017

Nombre enquêtes réalisées : 10

Taux de contact : 13,7%

Satisfaction moyenne techniciens : 9,8

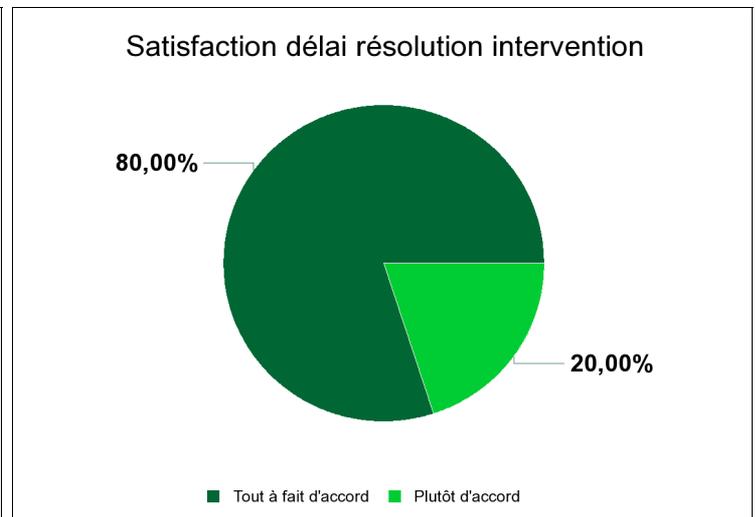
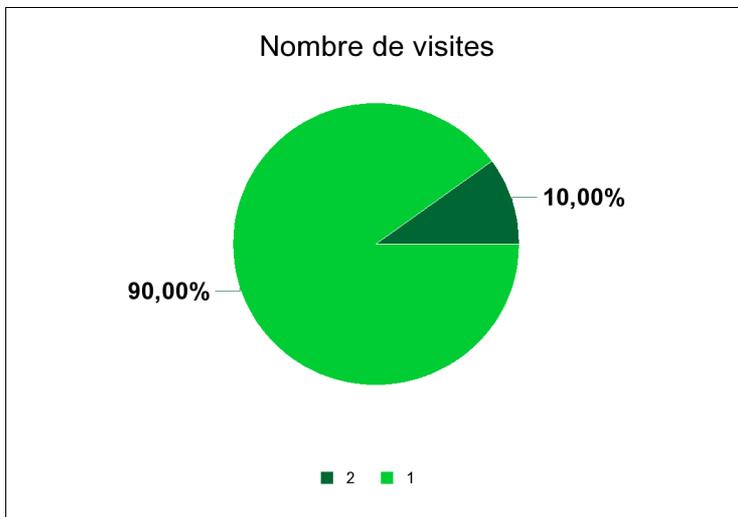
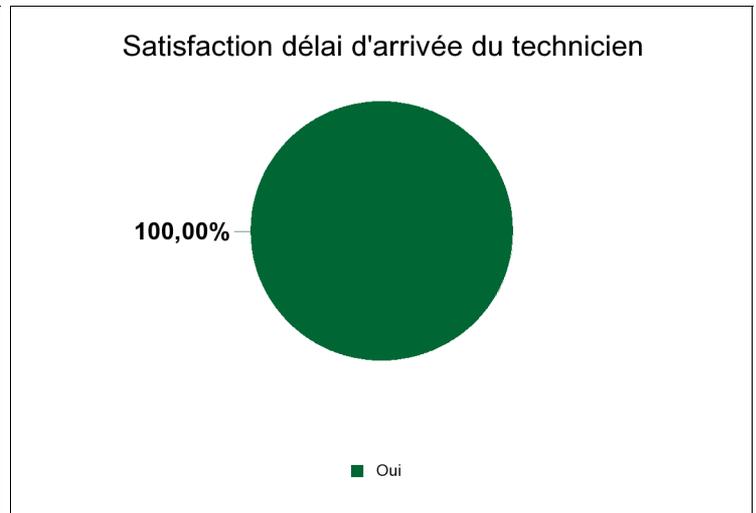
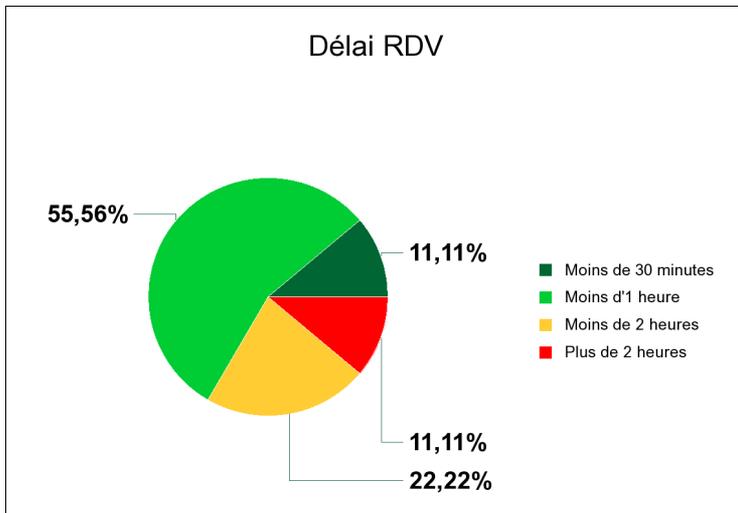
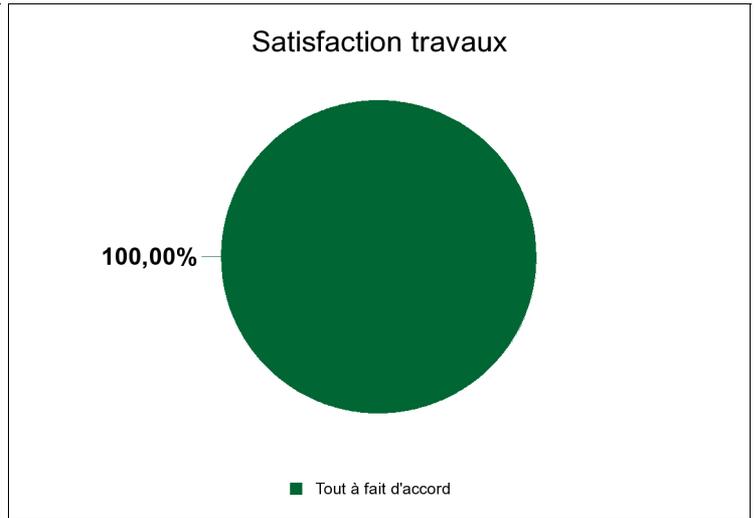
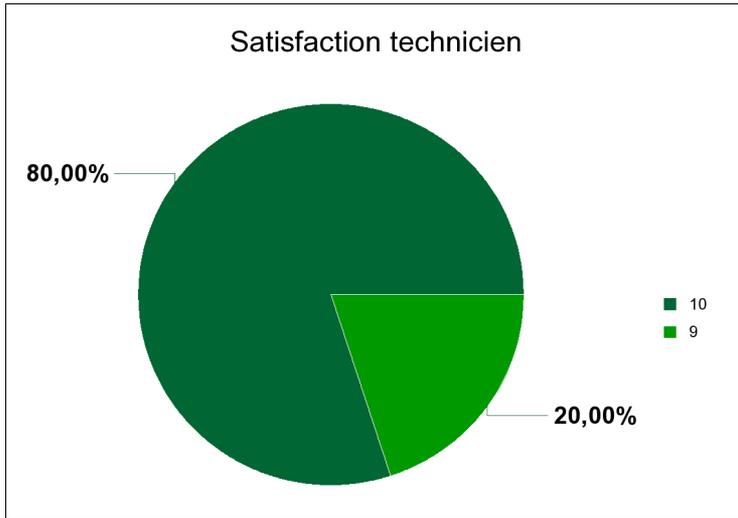
National technicien : 9,14

Satisfaction travaux : 100%

National travaux : 95,99%

Satisfaction délai résolution intervention : 100%

National délai résolution : 93,68%





Taux de satisfaction nettoyage : 100%

Taux de satisfaction attitude : 100%

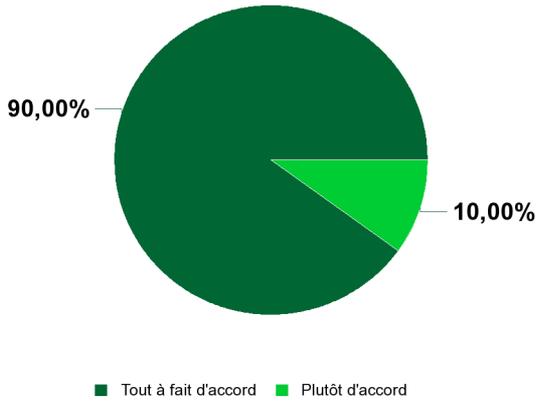
Taux de satisfaction apparence : 100%

Nettoyage national : 96,98%

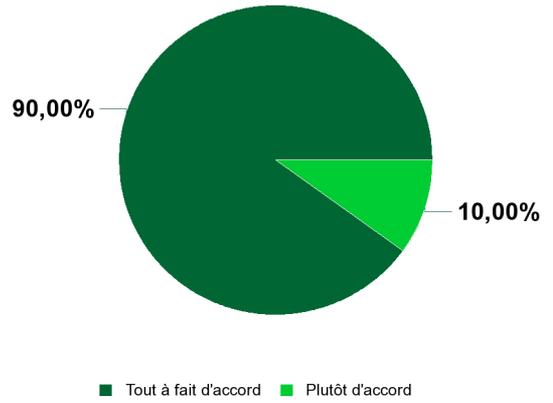
Attitude national : 99,11%

Apparence national : 99,23%

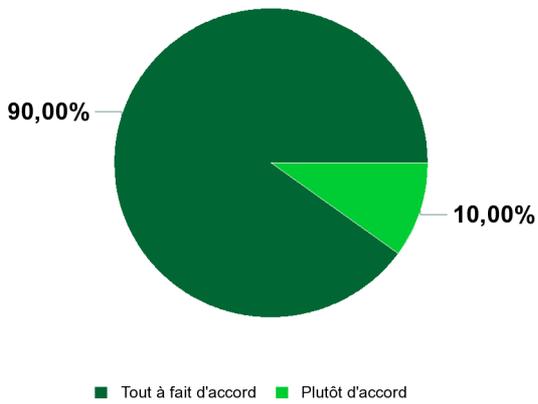
Satisfaction nettoyage techniciens



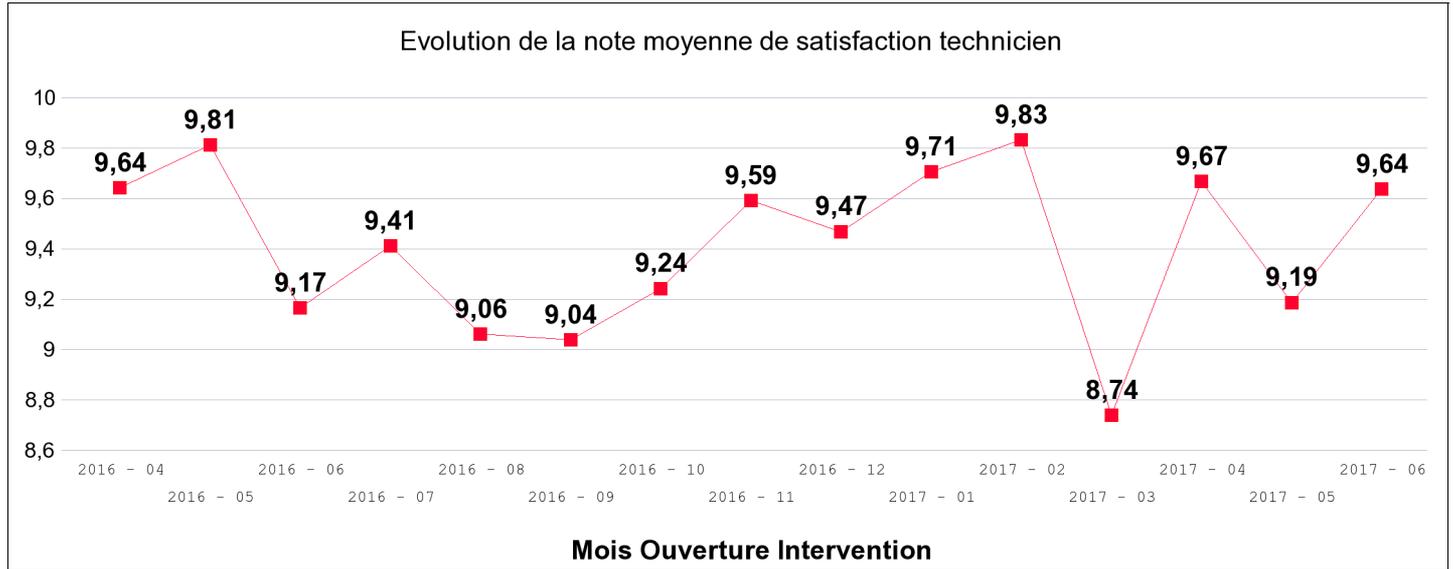
Satisfaction attitude techniciens



Satisfaction apparence techniciens



Exercice	Tx Satis Tech
FY17	9,39
FY18	9,46



**CHRONODEP \*P\* - Satisfaction sur enquêtes réalisées entre le : 01/04/2017 et 18/07/2017**

Question	Intervention	Date Ouverture Inter	Note client
<b>SAT_TECHNICIEN</b>	1468789	28/04/17	8
	1473248	10/05/17	8
	1473768	11/05/17	8
	1476110	16/05/17	6
	1484645	05/06/17	8

Question	Intervention	Date Ouverture Inter	Réponse client
<b>DELAI_RDV</b>	1461659	12/04/17	Plus de 2 heures
	1462306	13/04/17	Plus de 2 heures
	1476110	16/05/17	Plus de 2 heures
	1483626	01/06/17	Plus de 2 heures
	1490578	17/06/17	Plus de 2 heures

Question	Intervention	Date Ouverture Inter	Réponse client
<b>SATISFACTION_DELAI_ARRIVEE_TECH</b>	1461659	12/04/17	Non