

## Customer Satisfaction Survey FY2016 Results

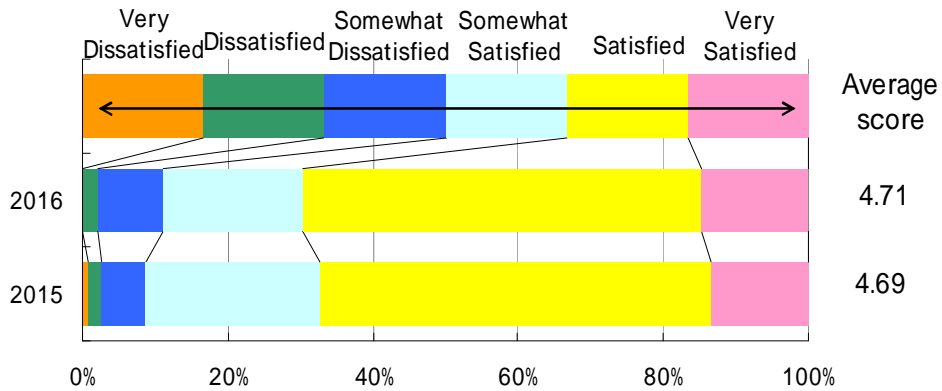
- [1 . Survey Overview](#)
- [2 . Comprehensive Evaluation](#)
- [3 . Products and Trouble shooting](#)
- [4 . TECNISCO staff](#)

### [1 . Survey Overview](#)

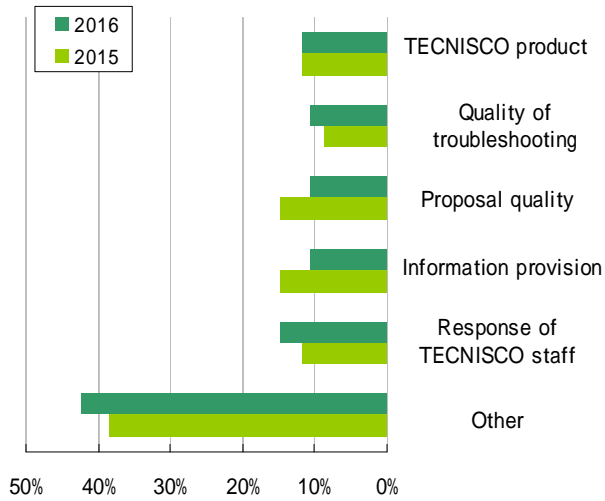
Purpose of the Survey	The aim of this survey is to understand how TECNISCO has been evaluated by customers and to gain the feedback of their needs.
Content of the Survey	This survey asks about the levels of customers' satisfaction and comments on TECNISCO products.
Subject of the Survey	TECNISCO product users
Survey Method	This survey is conducted on the Internet to ask customers to answer specific questions or write their comments freely.
Language	English, Japanese
Survey Period	Feb 6 - Mar 3 2017
Number of Respondents	138
Response Ratio	65.4%

## 2 . Comprehensive Evaluation

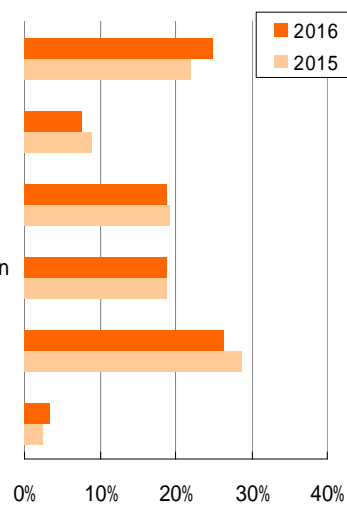
What is your overall satisfaction level with TECNISCO?



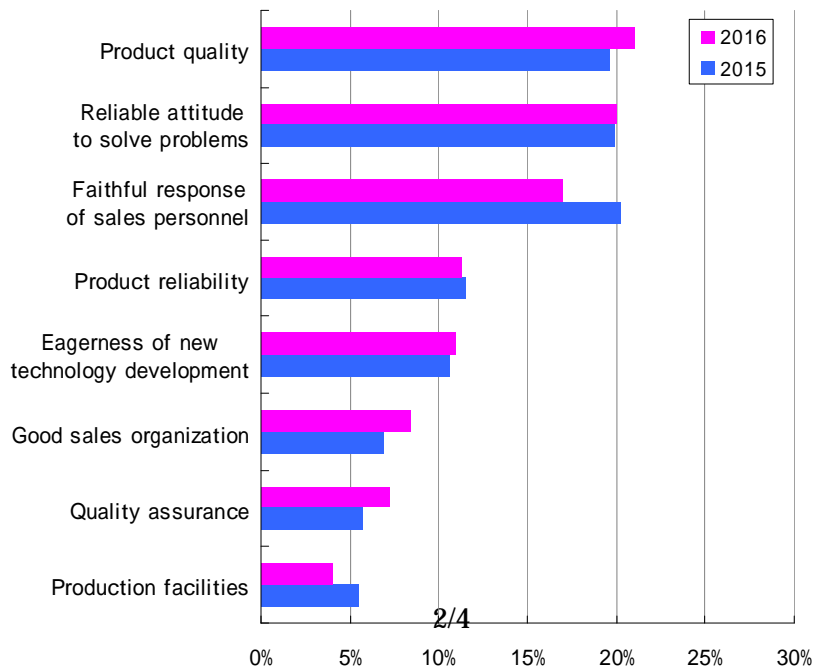
Which items did not meet your expectation?



Which items were you satisfied with?

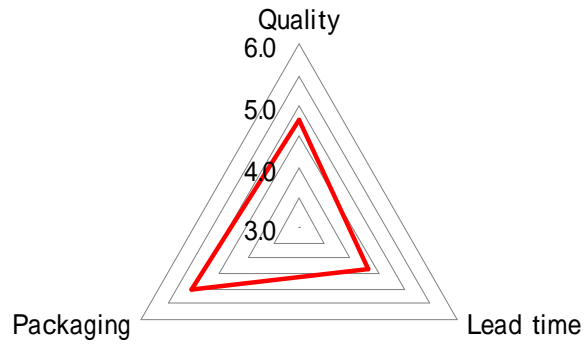


What made you decide to purchase TECNISCO product?

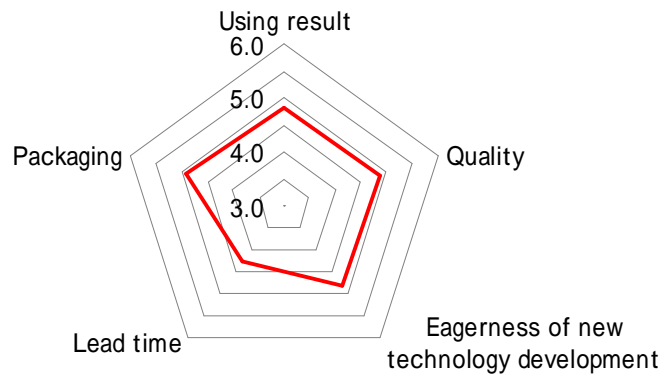


### 3 . Products and Trouble Shooting

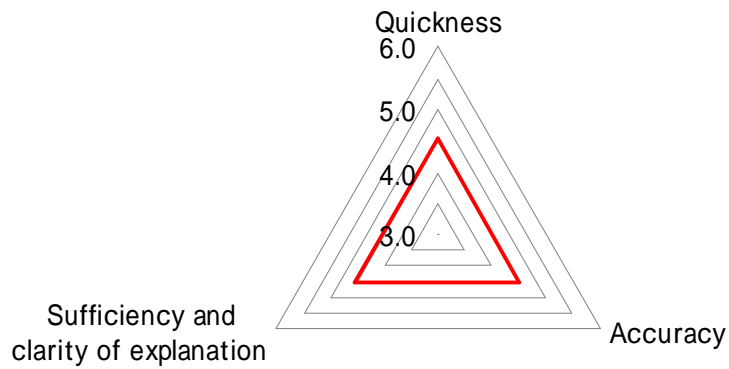
Mass-produced parts (6-point scale)



Prototype (6-point scale)

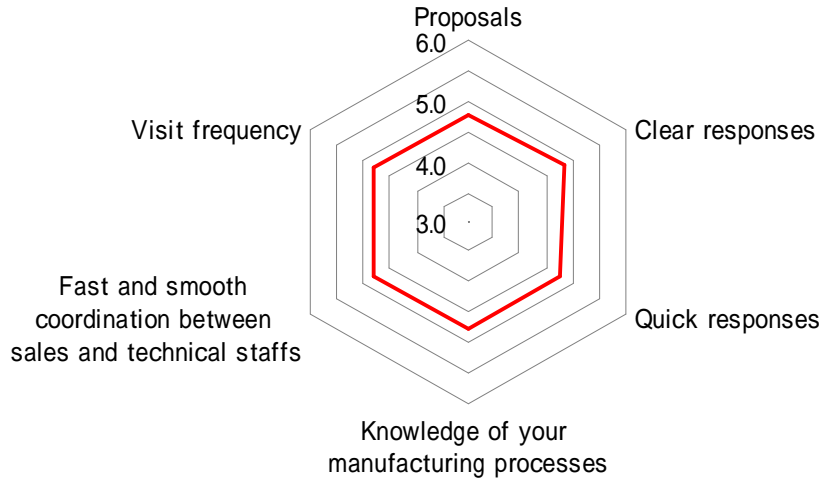


Trouble Shooting (6-point scale)



4 . TECNISCO Staff

Sales representatives (6-point scale)



Technical Staff (6-point scale)

