

Customer Satisfaction Survey FY2017 Results

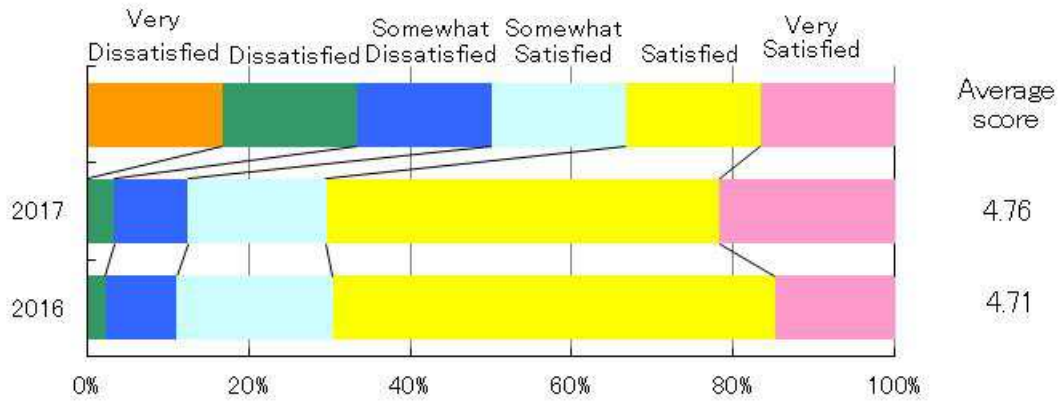
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[1. Survey Overview](#)

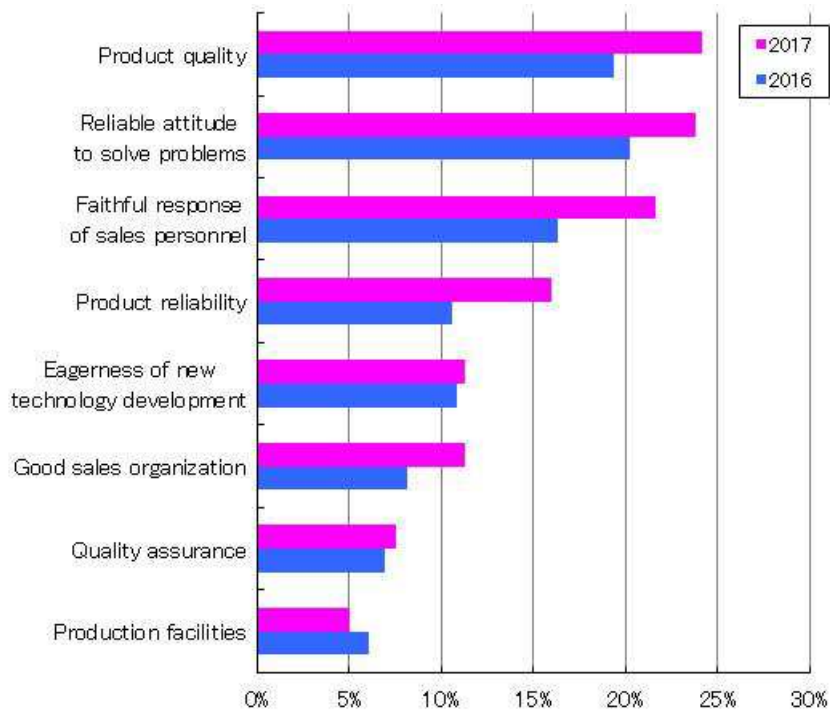
Purpose of the Survey	The aim of this survey is to understand how TECNISCO has been evaluated by customers and to gain the feedback of their needs.
Content of the Survey	This survey asks about the levels of customers' satisfaction and comments on TECNISCO products.
Subject of the Survey	TECNISCO product 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 5 – Mar 9 2017
Number of Respondents	141
Response Ratio	72.2%

2. Comprehensive Evaluation

■ What is your overall satisfaction level with TECNISCO?

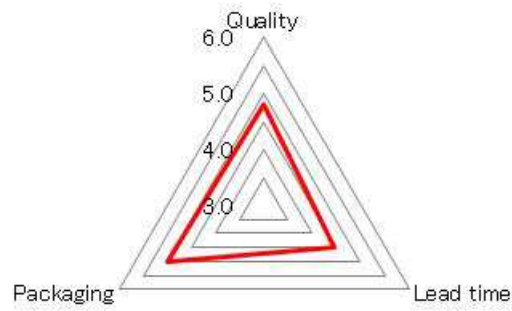


■ What made you decide to purchase TECNISCO product?

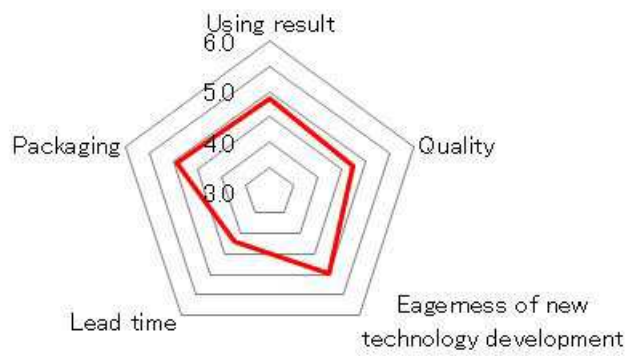


3. Products and Trouble Shooting

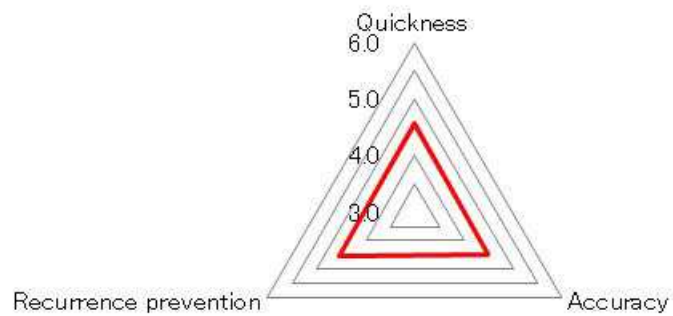
■ Mass-produced parts (6-point scale)



■ Prototype (6-point scale)

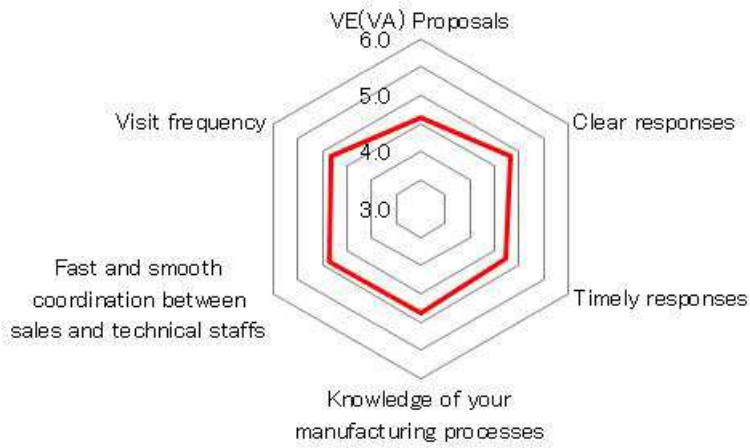


■ Trouble Shooting (6-point scale)



4. TECNISCO Staff

■ Sales representatives (6-point scale)



■ Did you get enough technical support from our engineers when you needed?

