

Customer Satisfaction Survey FY2018 Result

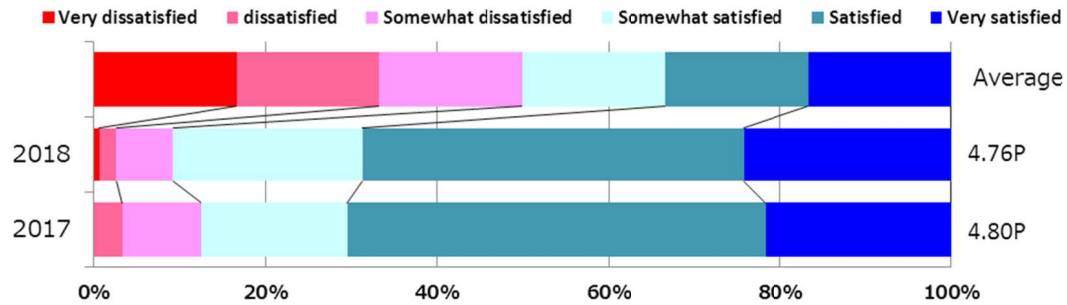
- [1. Survey Overview](#)
- [2. Comprehensive Evaluation](#)
- [3. Products and Trouble shooting](#)
- [4. TECNISCO staff](#)

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	Jan 15 2018 - Feb 8 2019
Number of Respondents	155
Response Ratio	74.9%

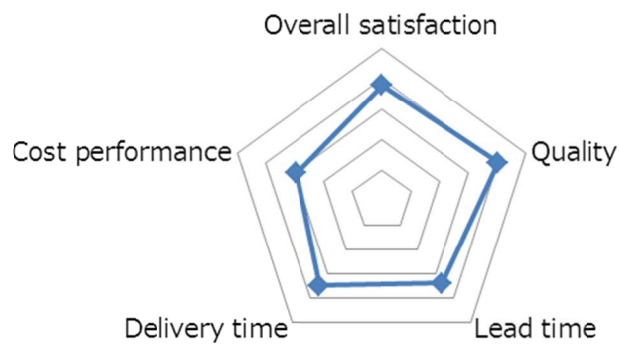
2. Comprehensive Evaluation

■What is your overall satisfaction level with TECNISCO?

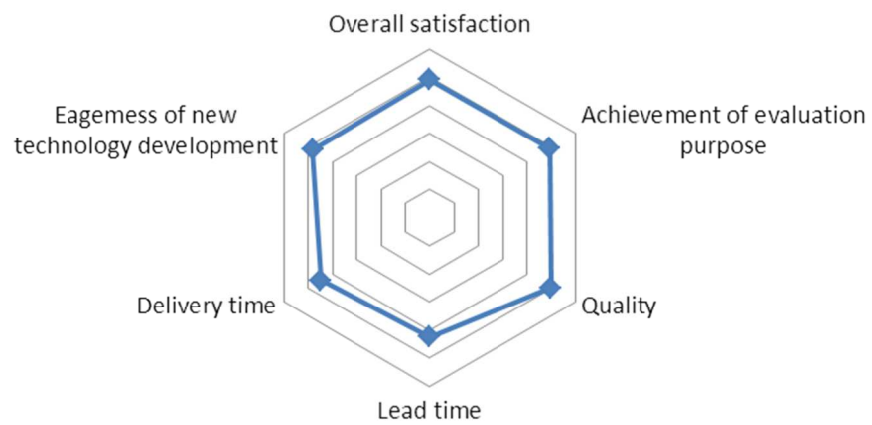


3. Products and Trouble Shooting

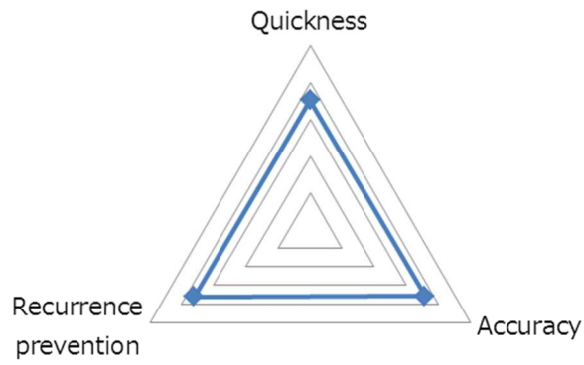
■Mass-produced parts (6-point scale)



■Prototype (6-point scale)



■ Trouble Shooting (6-point scale)



4. TECNISCO Staff

■ Sales representatives (6-point scale)

