

Customer Satisfaction Survey FY2019 Results

1. Survey Overview

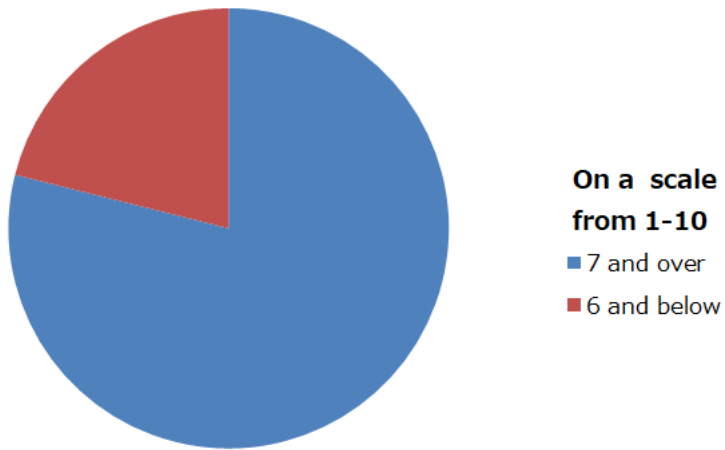
2. Survey Results

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 2020 - Feb 8 2020
Number of Respondents	138
Response Ratio	66.3%

2. Survey results

■ Considering your experience with us so far, how likely are you to recommend TECNISCO to someone like you in the same field?



■ Satisfaction regarding each of the following factors:

