



Master Distributor for TE Connectivity's Raychem satisfaction survey

In July we asked 20 of our main customers in the South Eastern Europe region to rate the quality of our service.

The result was very good! Most of our customers rated "very satisfied" or "satisfied".

We thank all the participants for their honest opinion!

The useful and important input and comments give us the opportunity to improve our service and performance permanently.

		QUESTIONARY		
		Very Satisfied	Satisfied	Not Satisfied
1	How satisfied are you with the lead time of HC-ELECTRIC?	8	9	1
2	How satisfied are you with the quality of the shipment from HC-ELECTRIC ?	13	5	0
3	How satisfied are you with the amount of shipment per week from HC-ELECTRIC to you ?	12	5	1
4	How satisfied are you with the shipment documentation from HC-ELECTRIC ?	16	2	0
5	How satisfied are you with the communication with customer service of HC-ELECTRIC ?	15	3	0
6	How satisfied are you with the responde time of HC-ELECTRIC ?	13	4	1



Our Master Distributor team in customer service and warehouse is working hand in hand to beat customer's expectations and offer an extraordinary customer's experience.

The idea of Elvir Hajrovic from the warehouse team to mark the main pallet of a shipment with an individual sign, helps the customer to identify immediately the pallet where all the shipment documents are included. Very simple - just look after the "Snoopy" pallet!



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