

CENTRALIZATOR CHESTIONAR SATISFACTIE CLIENTI AN 2013

| nr. crt. | Data completării | Intrebari |   |   |   |   |   |   |   |   |    | Punctaj obtinut | Indice satisfactie |
|----------|------------------|-----------|---|---|---|---|---|---|---|---|----|-----------------|--------------------|
|          |                  | 1         | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                 |                    |
| 1        | 03.01.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 2        | 03.01.2013       | 5         | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4  | 45              | 90.00%             |
| 3        | 07.01.2013       | 5         | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4  | 47              | 94.00%             |
| 4        | 08.01.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 5        | 08.01.2013       | 4         | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5  | 48              | 96.00%             |
| 6        | 11.01.2013       | 5         | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5  | 49              | 98.00%             |
| 7        | 14.01.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 8        | 15.01.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 9        | 15.01.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 10       | 28.01.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 11       | 28.01.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 12       | 28.01.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 13       | 01.02.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 14       | 04.02.2013       | 5         | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4  | 45              | 90.00%             |
| 15       | 06.02.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4  | 48              | 96.00%             |
| 16       | 11.02.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 17       | 11.02.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 18       | 13.02.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 19       | 14.02.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4  | 48              | 96.00%             |
| 20       | 18.02.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 21       | 18.02.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 22       | 19.02.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 23       | 19.02.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 24       | 21.02.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 25       | 26.02.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 26       | 27.02.2013       | 4         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 49              | 98.00%             |
| 27       | 4.03.2013        | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 28       | 5.03.2013        | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 29       | 7.03.2013        | 5         | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5  | 49              | 98.00%             |
| 30       | 13.03.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 31       | 14.03.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 32       | 14.03.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 33       | 15.03.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 34       | 15.03.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 35       | 19.03.2013       | 4         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 49              | 98.00%             |
| 36       | 19.03.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 37       | 21.03.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 38       | 21.03.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 39       | 25.03.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 40       | 29.03.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 41       | 29.03.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 42       | 29.03.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 43       | 01.04.2013       | 4         | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5  | 44              | 88.00%             |
| 44       | 02.04.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 45       | 03.04.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 46       | 05.04.2013       | 4         | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5  | 48              | 96.00%             |
| 47       | 08.04.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 48       | 9.04.2013        | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 49       | 11.04.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 50       | 11.04.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 51       | 12.04.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 52       | 12.04.2013       | 4         | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5  | 48              | 96.00%             |
| 53       | 15.04.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 54       | 15.04.2013       | 4         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 49              | 98.00%             |
| 55       | 17.04.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 56       | 17.04.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 57       | 17.04.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 58       | 18.04.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 59       | 19.04.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 60       | 22.04.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 61       | 22.04.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 62       | 24.04.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 63       | 24.04.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 64       | 24.04.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 65       | 2.05.2013        | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 66       | 30.04.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 67       | 30.04.2013       | 5         | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5  | 48              | 96.00%             |
| 68       | 3.05.2013        | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 69       | 7.05.2013        | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 70       | 7.05.2013        | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 71       | 10.05.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 72       | 10.05.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 73       | 13.05.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 74       | 13.05.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |
| 75       | 14.05.2013       | 5         | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 50              | 100.00%            |

Nr total chestionare  
263

AN 2013

Indice satisfactie  
99.44%

AN 2013





