

Evaluation of customer satisfaction

We'll help you plan, define and execute the project of customer satisfaction. We'll provide the technology to capture the opinion of your clients via surveys (electronic, paper, telephone or interview) or import their data from MS Office Excel. We'll also provide you with a Business Intelligence module with which you can use the results and follow the evolution of the Key Performance Indicators (KPI's) that determine the satisfaction and loyalty of your clients.



Intelligent Management of the Human Factor



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With OpenMet you'll be able to:

- Utilize the methodology of the most advanced customer satisfaction evaluation as well as the vast experience of our consultants
- Discover what aspects of your business and products must be improved to have more satisfied clients. Discover which clients you're at risk of losing
- Comply with the control requirements of customer satisfaction in ISO 9001 and EFQM
- Compare the result of a segment or group to that of any other objective aggregate (internal benchmarking)
- Send out electronic surveys or paper ones, easily and quickly. If you wish, you'll also be able to connect the surveys to your corporate web site or import data from MS Office Excel
- Easily generate automatic Word and PDF reports

Everything Made to Order:

- We'll take care of the entire process and all you have to do is consult our report written at the end) or as a product (in which case you can manage the whole process)
- You can use our models of satisfaction evaluation as a basis and adapt them entirely to your circumstances
- You can use your servers or store the data on ours
- You may analyze the results or count on our expertise to do so
- Modify surveys according to your needs or specific models
- If you wish, you may capture the information on a PDA (pocket computer, or electronic agenda with Internet access)
- If you wish, conduct part of the process by telephone interviews

