CUSTOMER SATISFACTION ANALYSIS

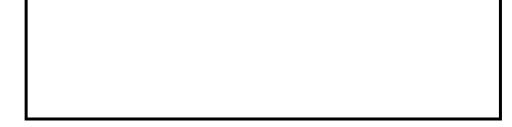


Good - bad

Customer	
Contact person	
Date/interwiever	

	5 4 3 2 1
How is the order processing	
How is the telephone service	
How is the time of delivery	
How is the delivery safety	
How is the the quality of the delivered product	
How is the competitiveness of VL Staal a/s	
How is the treatment of complaints	
How do you charakterize the cooperation with VL Staal a/s	

Weaknesses of VL Staal a/s



Strengths of VL Staal a/s