


**KLANTTEVREDENHEIDSONDERZOEK (KTO)**

Kenhardt Human Profit



**Klanttevredenheidsonderzoek**

**Algemene informatie:**

Naam organisatie:

Naam:

De enquête bestaat uit een aantal open en meerkeuze vragen. Bij de meerkeuze vragen treft u eerst het onderwerp, daarna wordt u gevraagd op een vijfpuntschaal uw tevredenheid kenbaar te maken alsook hoe belangrijk u dat onderwerp vindt in de dienstverlening van Kenhardt.

**Uitleg:**

Tevredenheid				
1	2	3	4	5
zeer slecht	slecht	gemiddeld	goed	zeer goed

Belangrijkheid				
1	2	3	4	5
niet belangrijk	weinig belangrijk	gemiddeld	belangrijk	zeer belangrijk

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Klanttevredenheidsonderzoek over het jaar 2007  
Afgenomen in de periode mei 2008

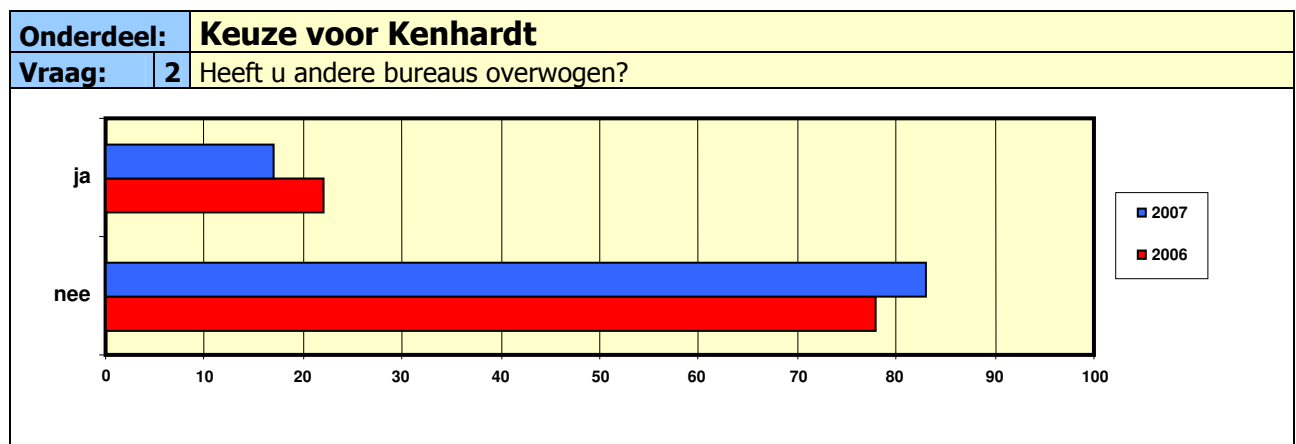
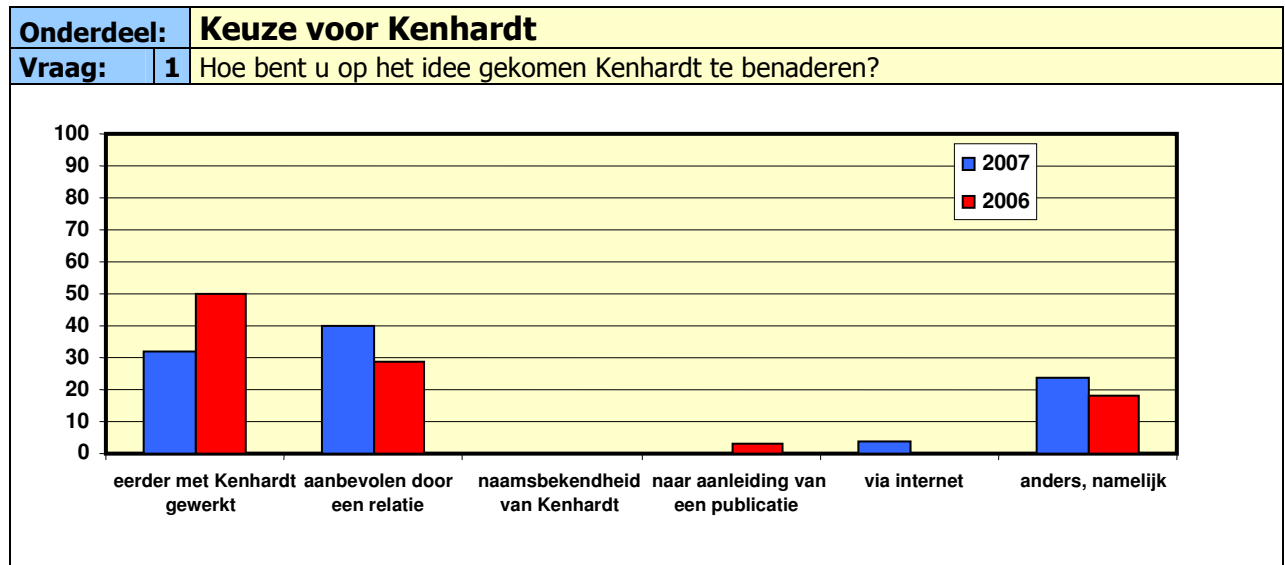


## **Inhoudsopgave**

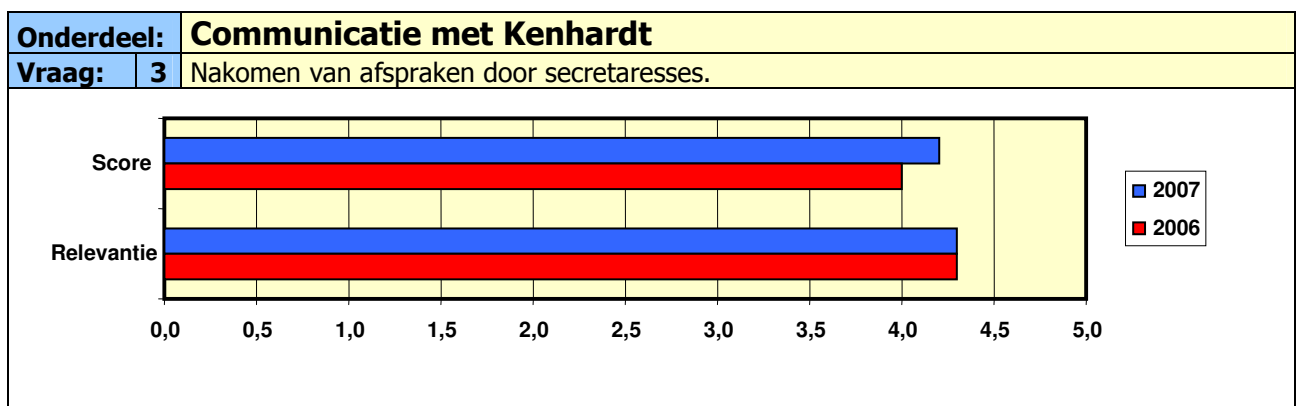
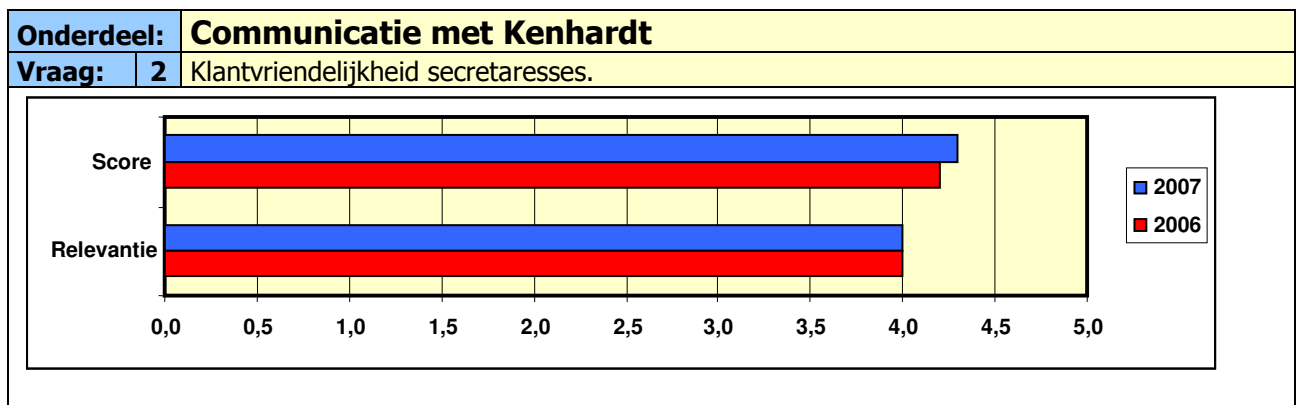
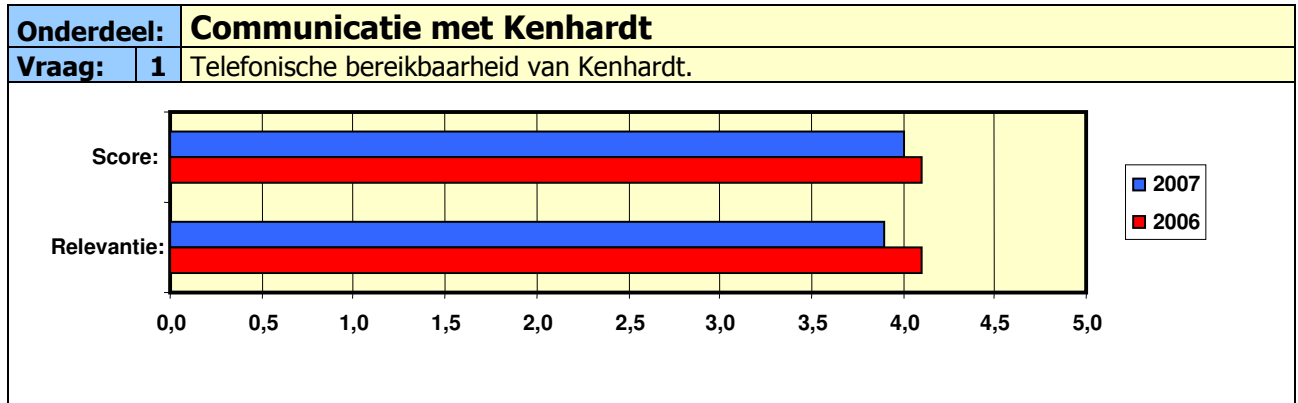
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**SCORES PER INDIVIDUELE VRAAG**

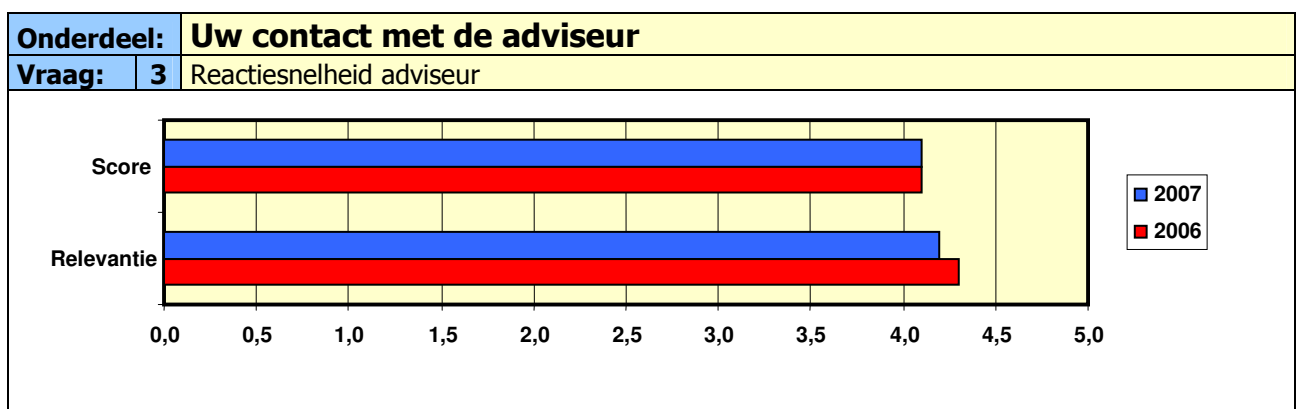
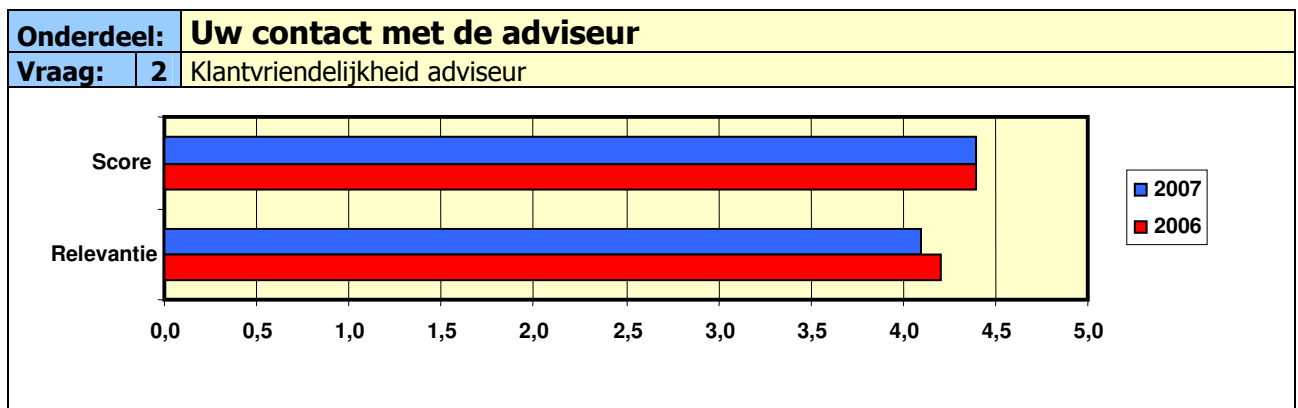
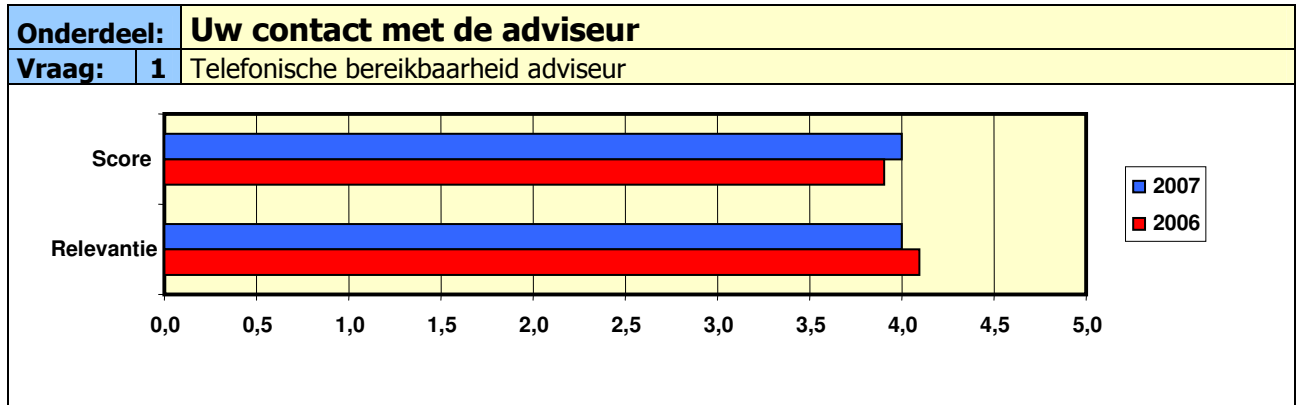
**Onderdeel A Keuze voor Kenhardt**

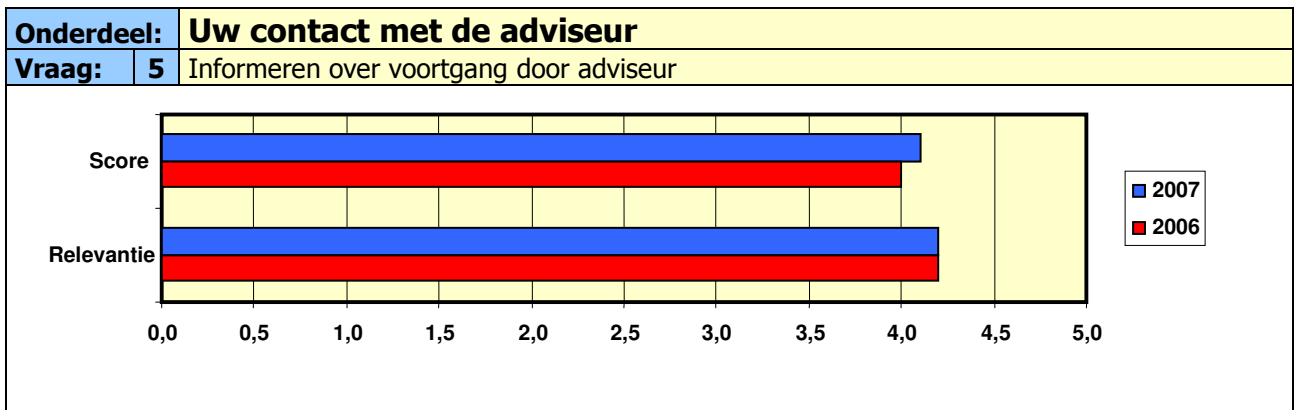
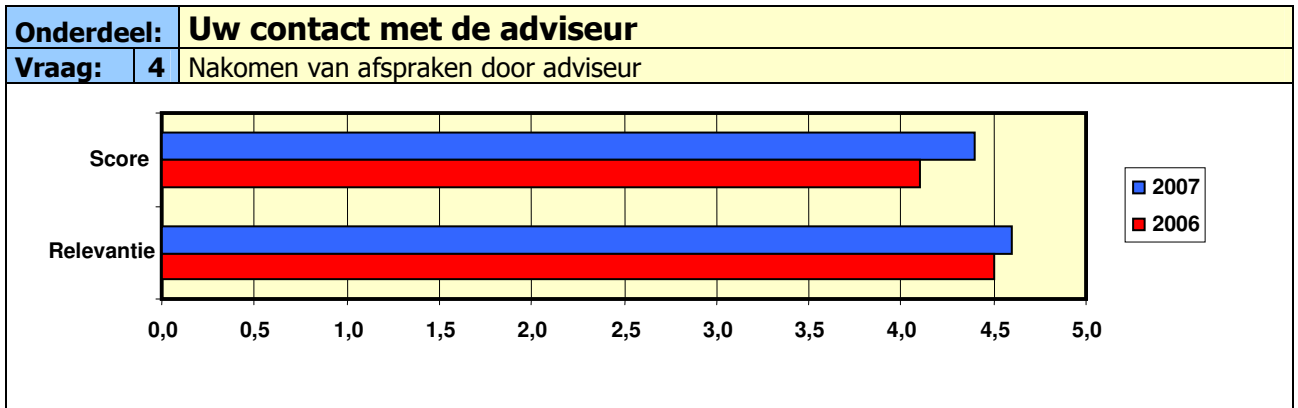


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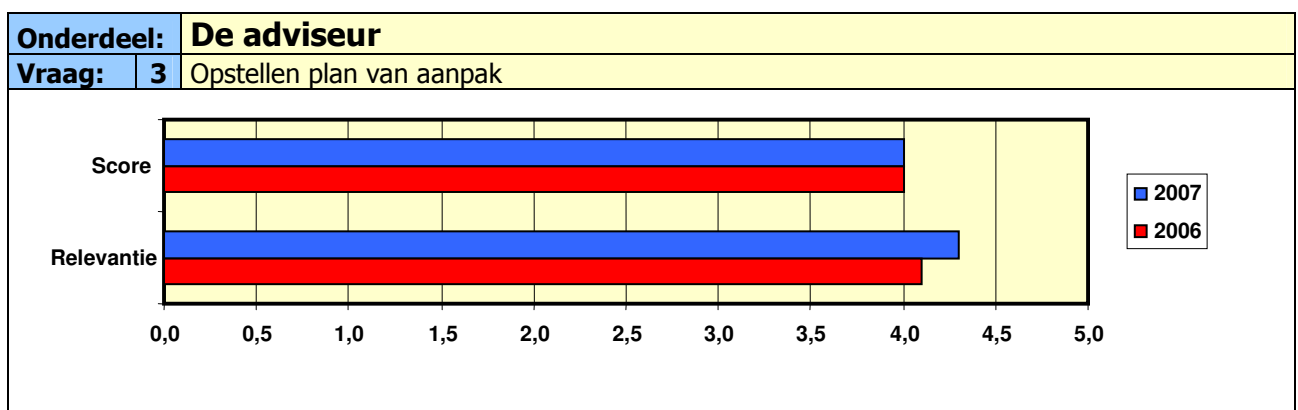
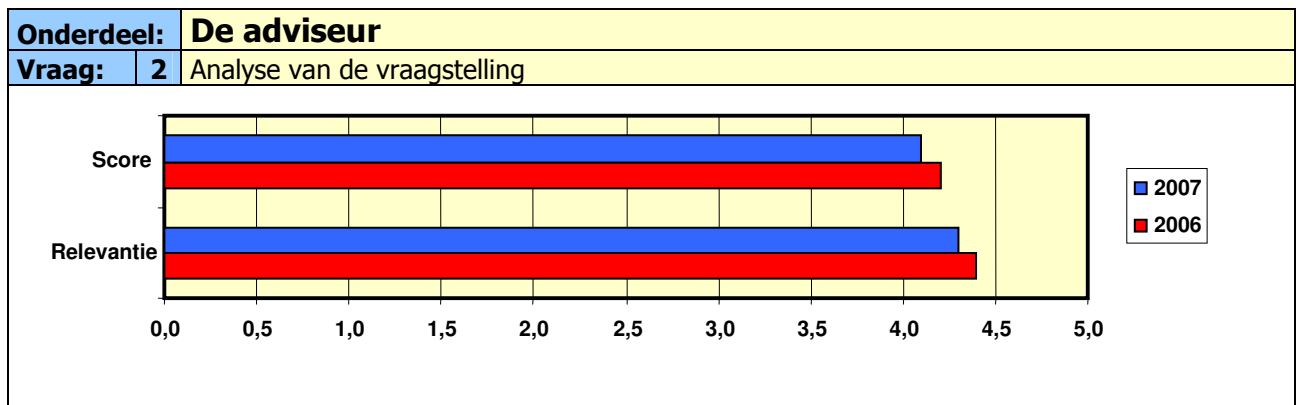
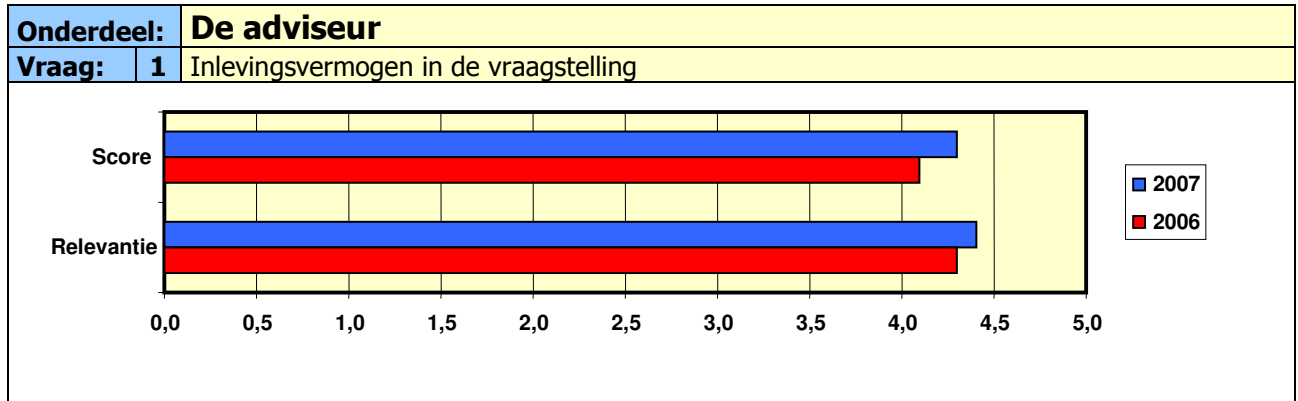


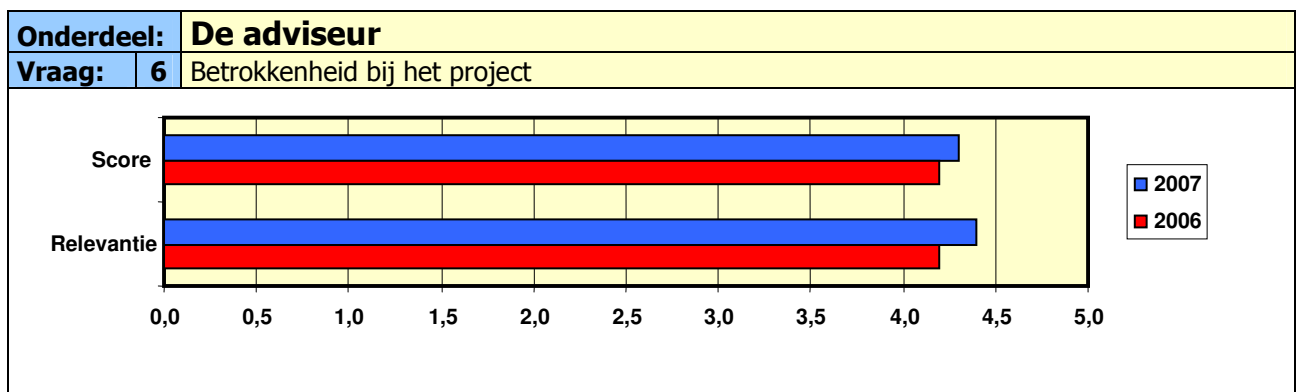
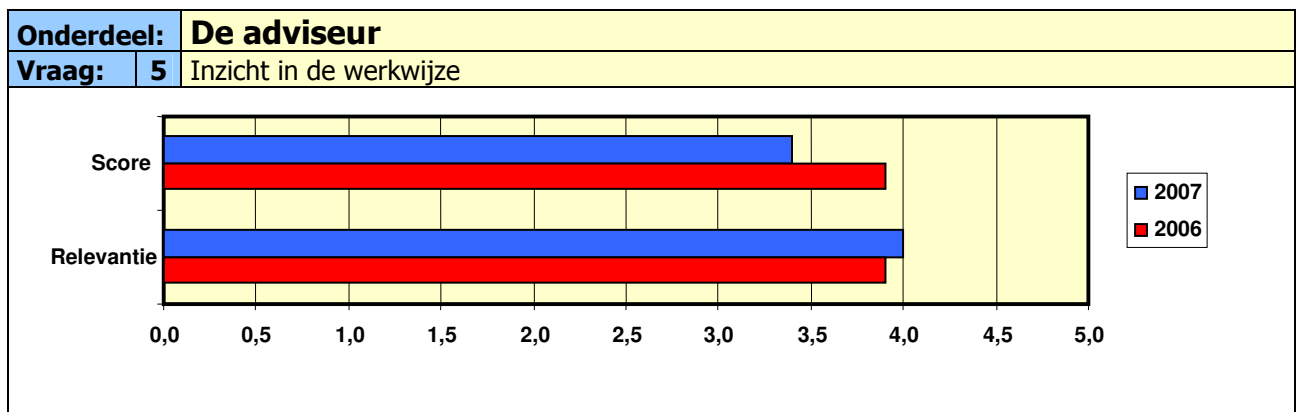
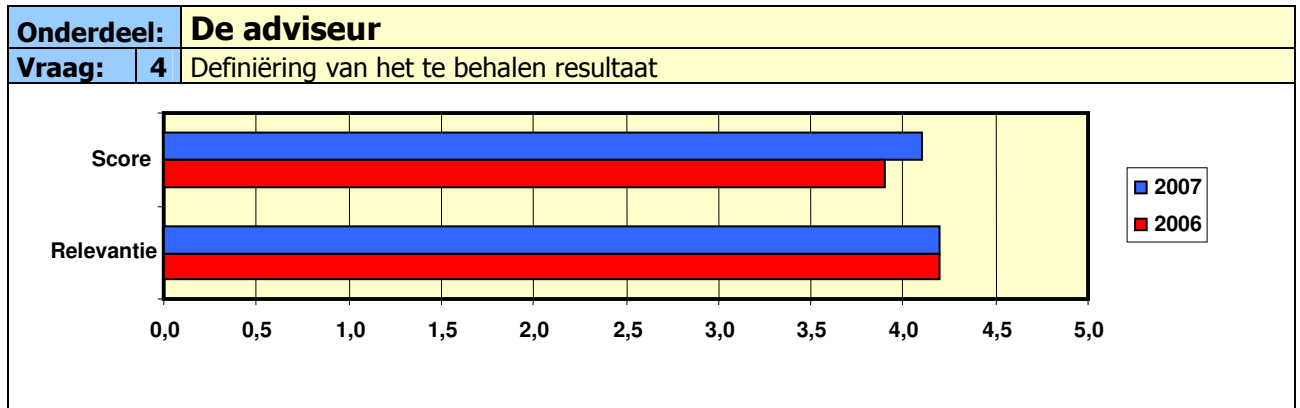
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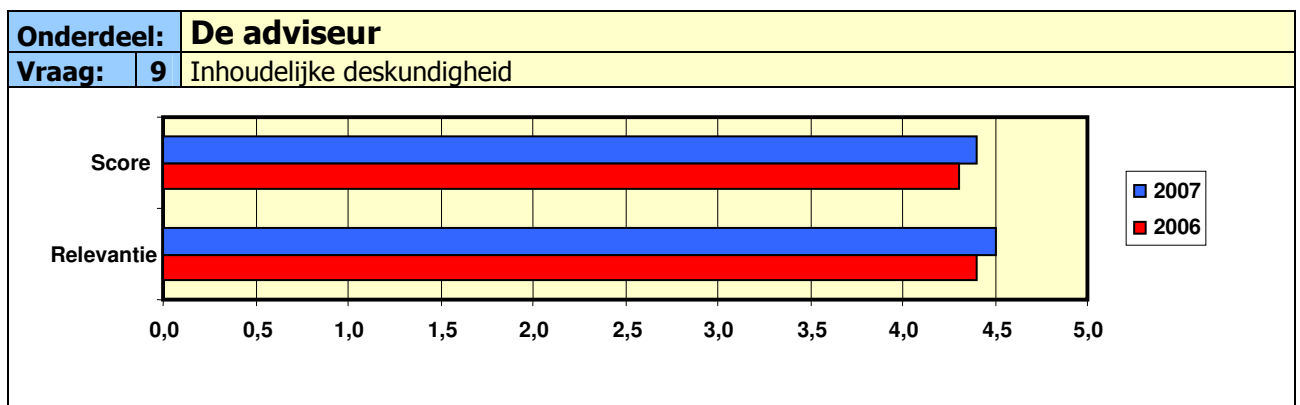
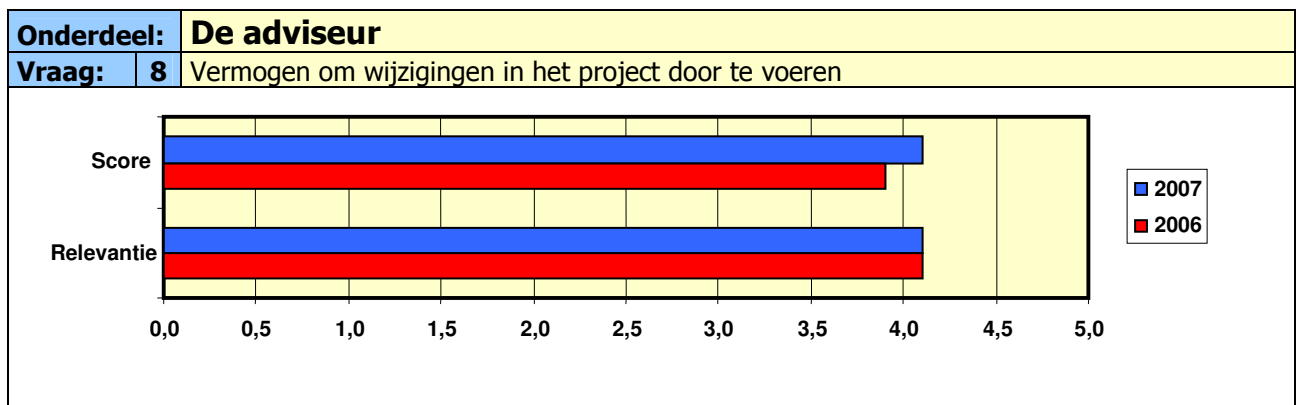
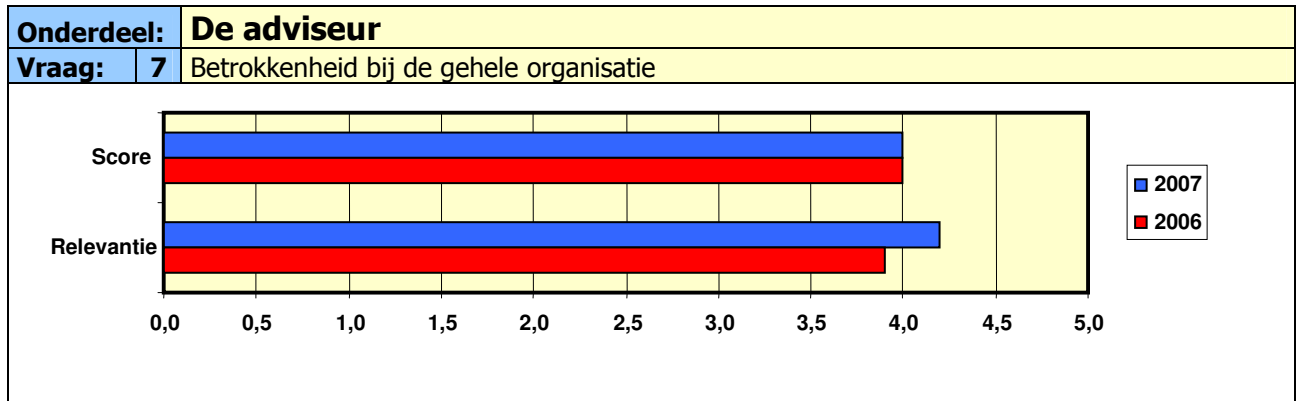




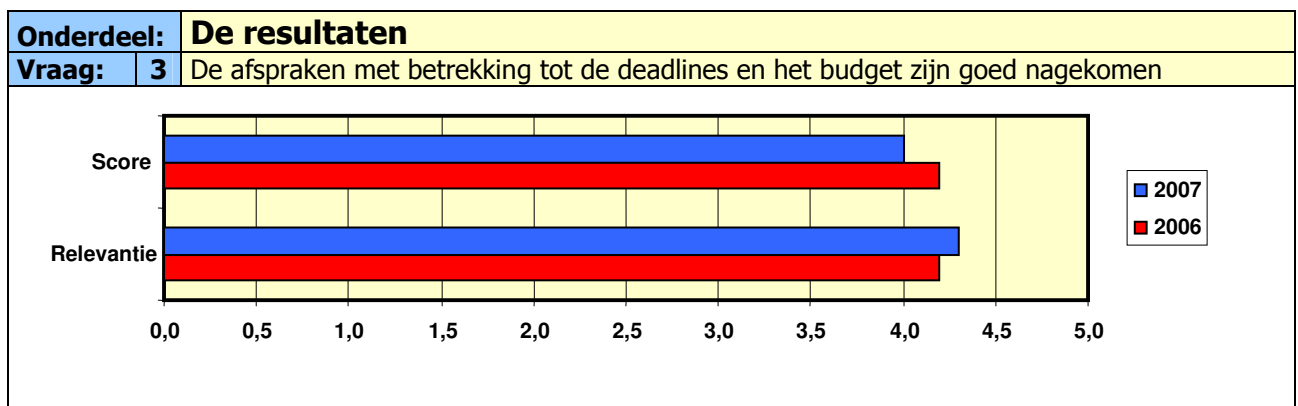
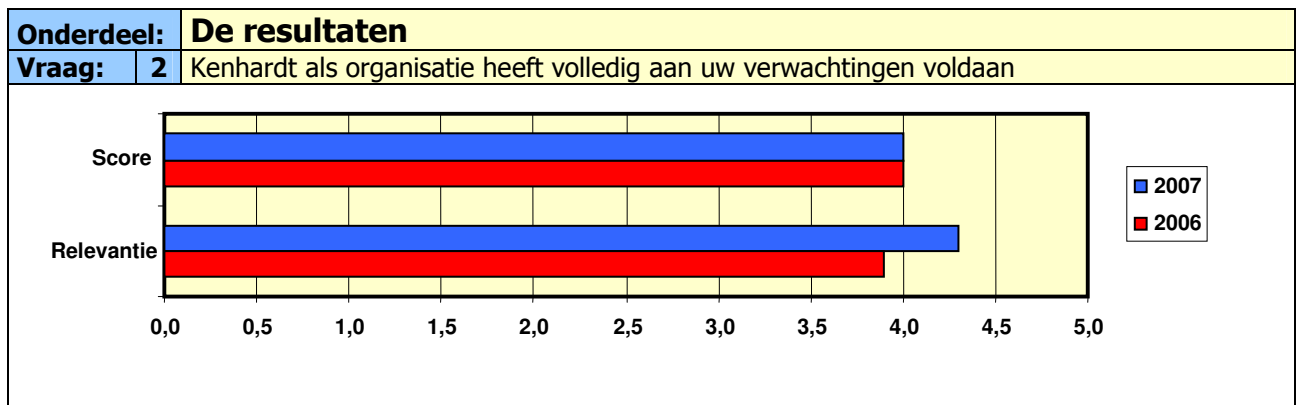
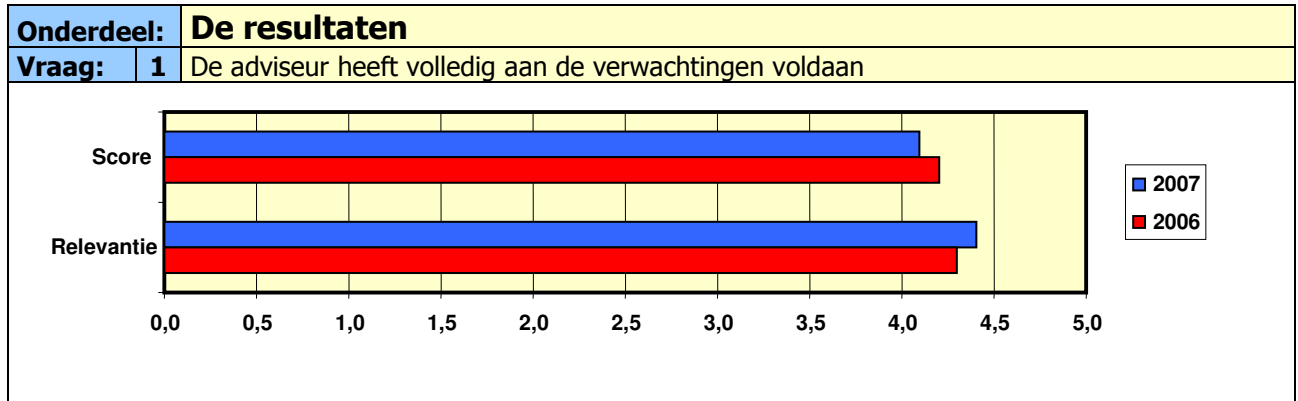
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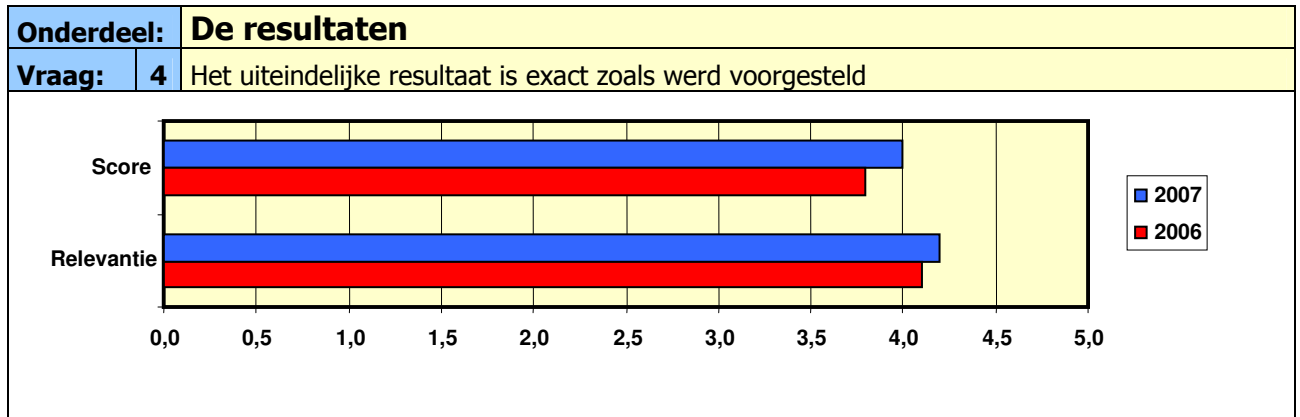




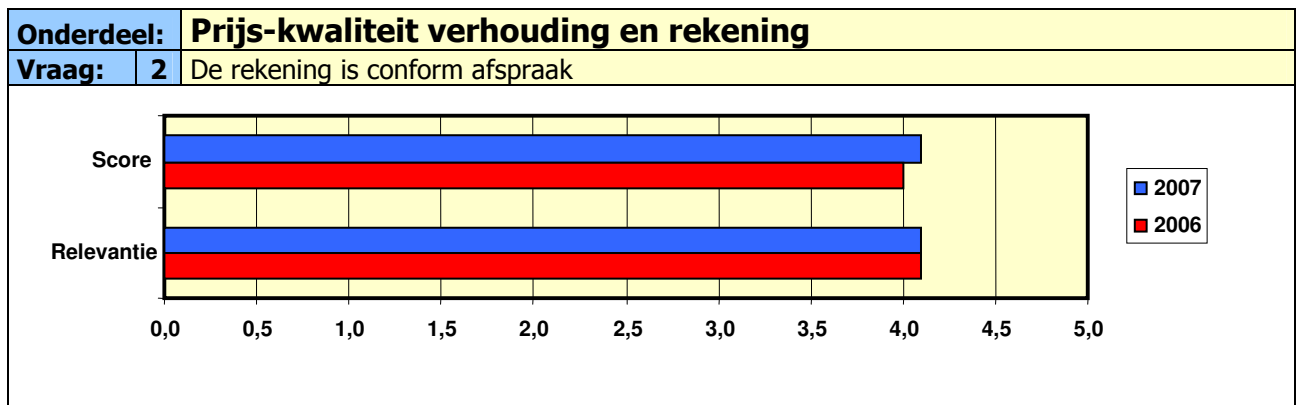
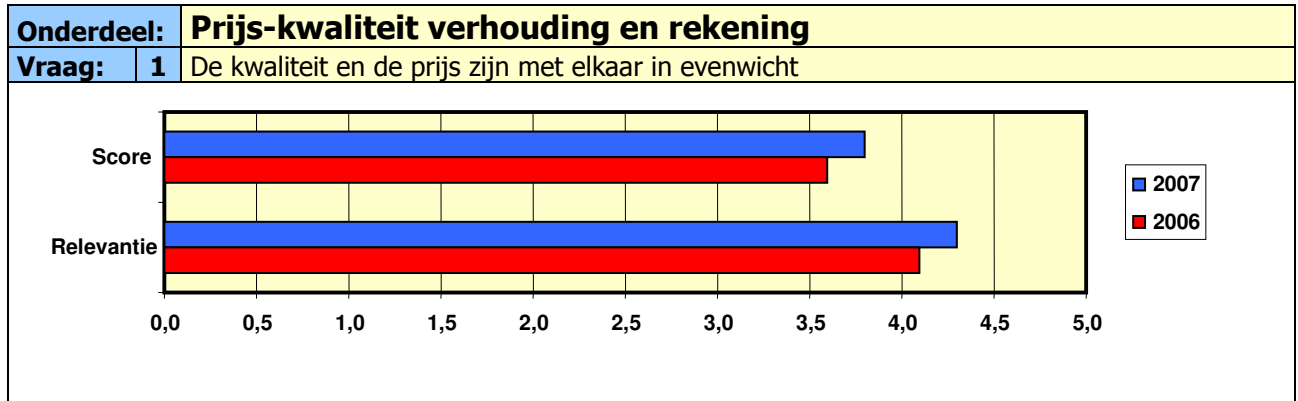


## Onderdeel E De resultaten





## Onderdeel F Prijs-kwaliteit verhouding en rekening



## Onderdeel G Algemene beoordeling van Kenhardt

