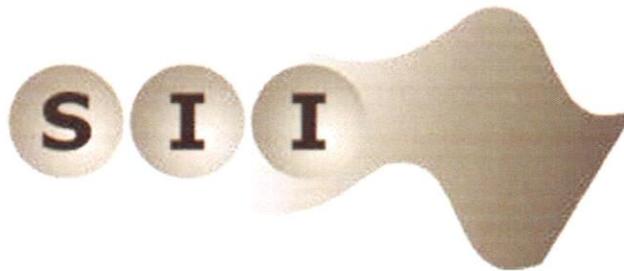




Ingegneria, Qualità e Servizi

Engineering Process Owner



Servizio Idrico Integrato  
del Biellese e Vercellese s.p.A.

# REPORT

# INDAGINE

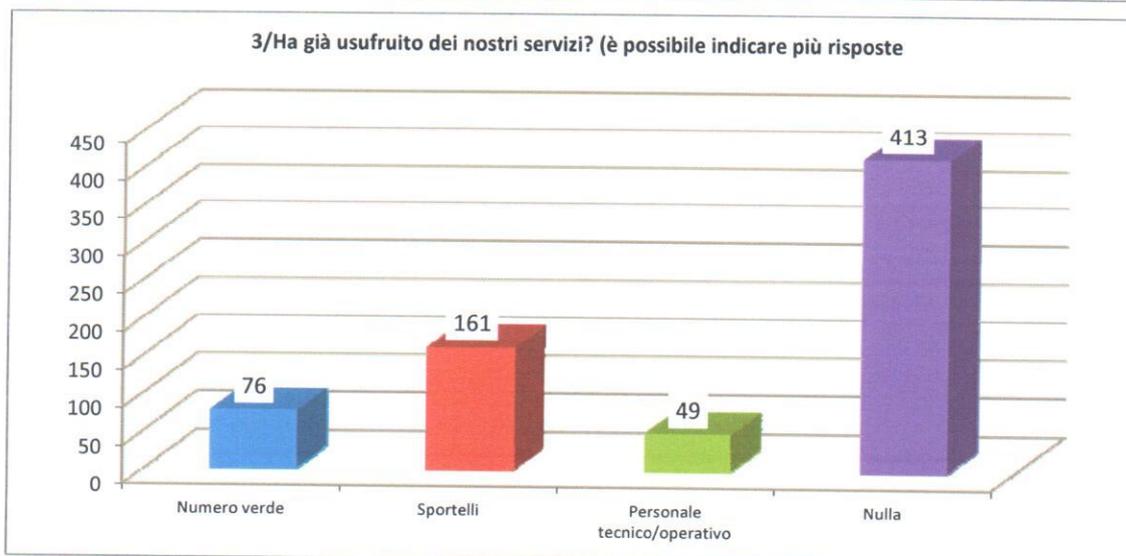
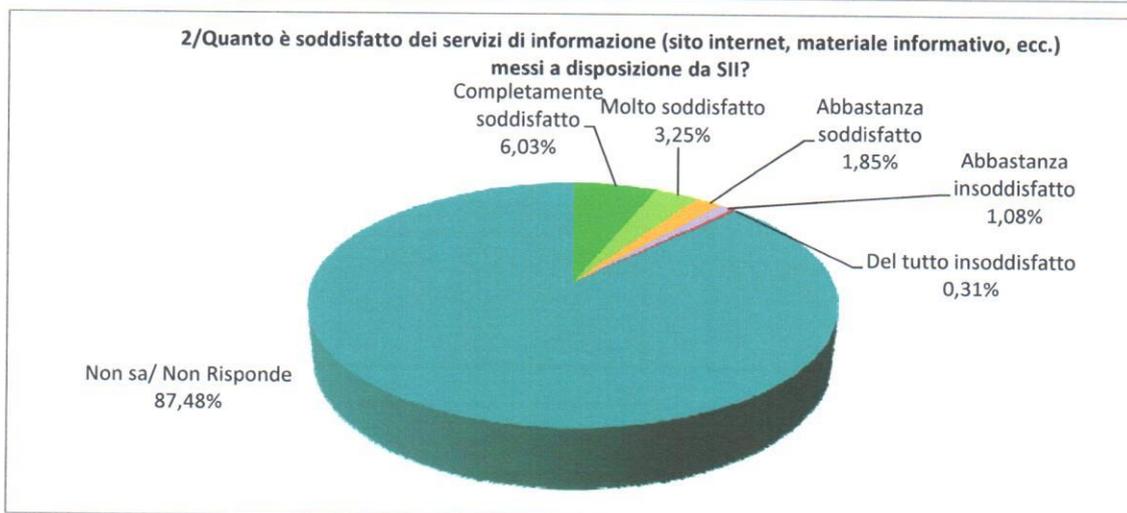
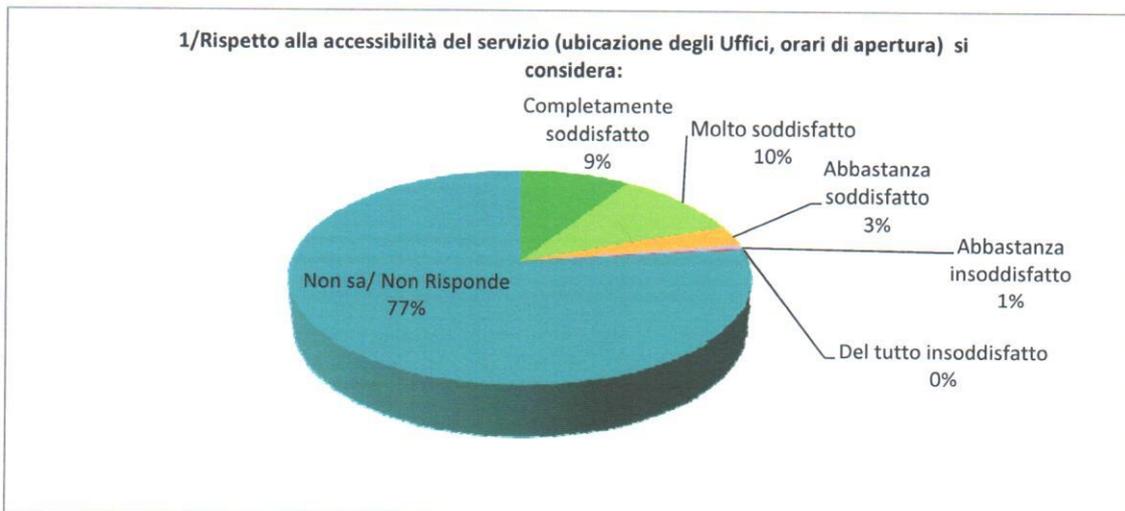
# CUSTOMER

# SATISFACTION

ANNO 2013

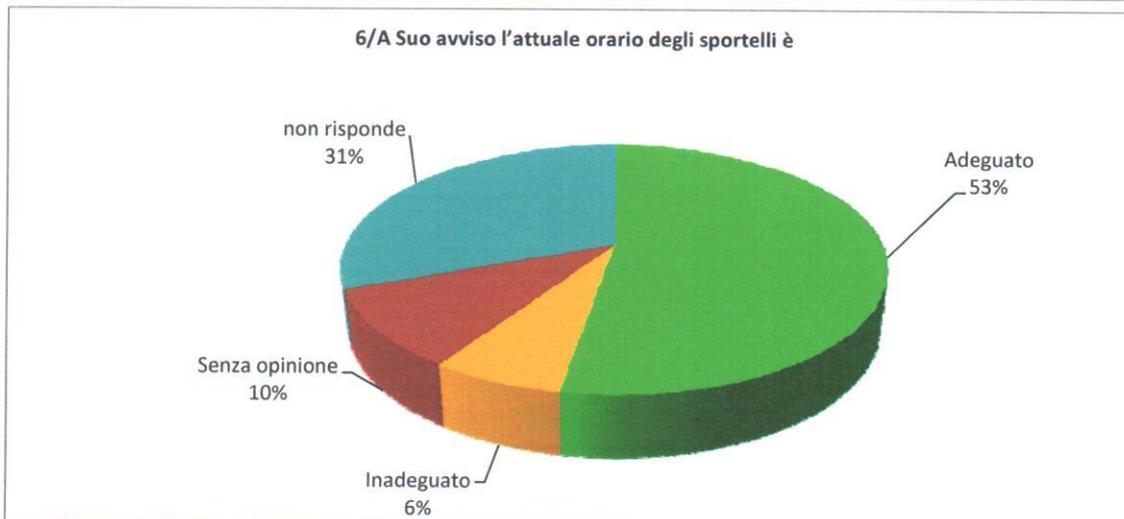
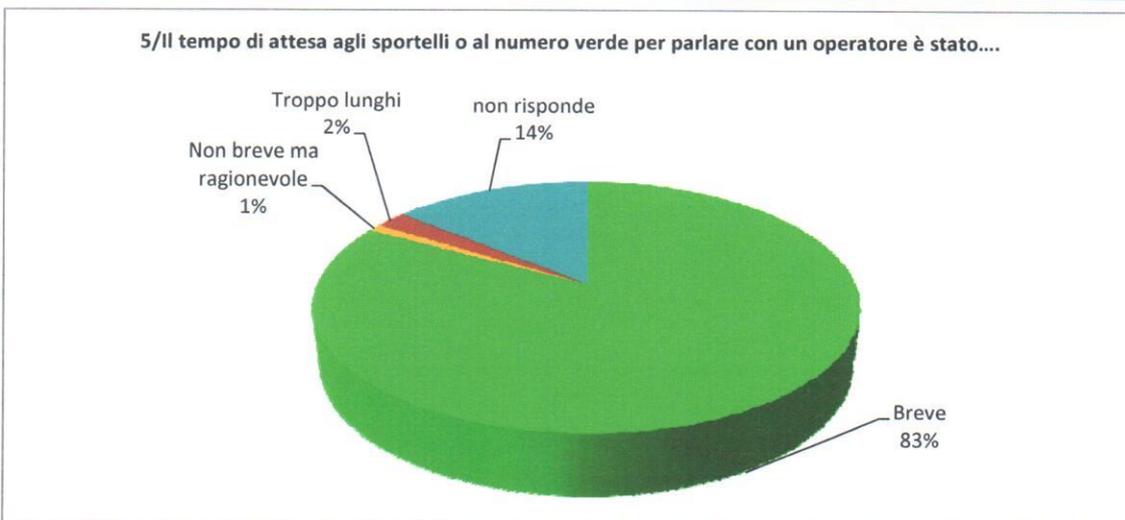
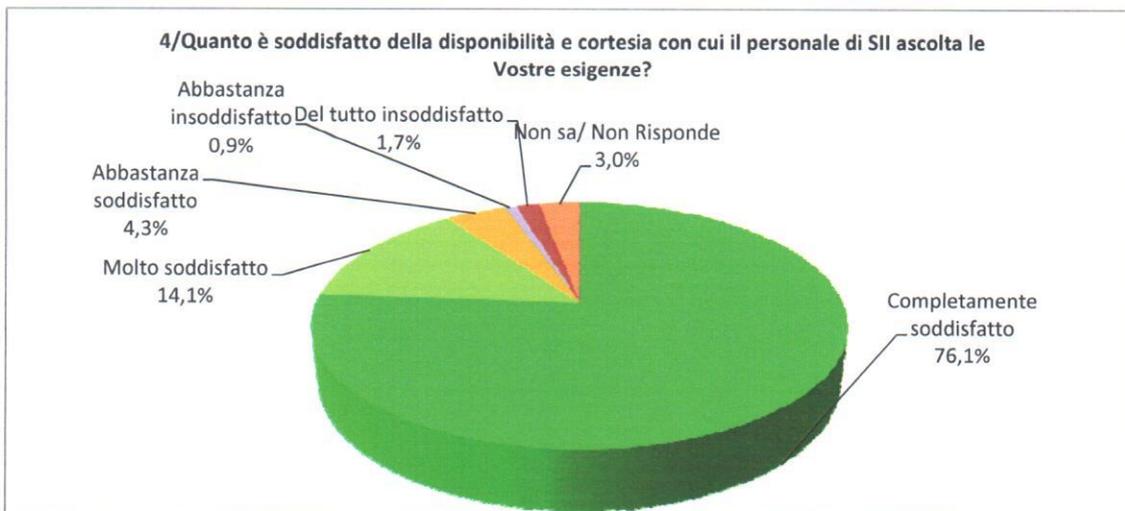
REPORT CUSTOMER SATISFACTION S.I.I. SERVIZIO IDRICO INTEGRATO DEL BIELLESE  
E VERCELLESE S.p.A.

CAMPAGNA 2013 - RISULTATI COMPLESSIVI



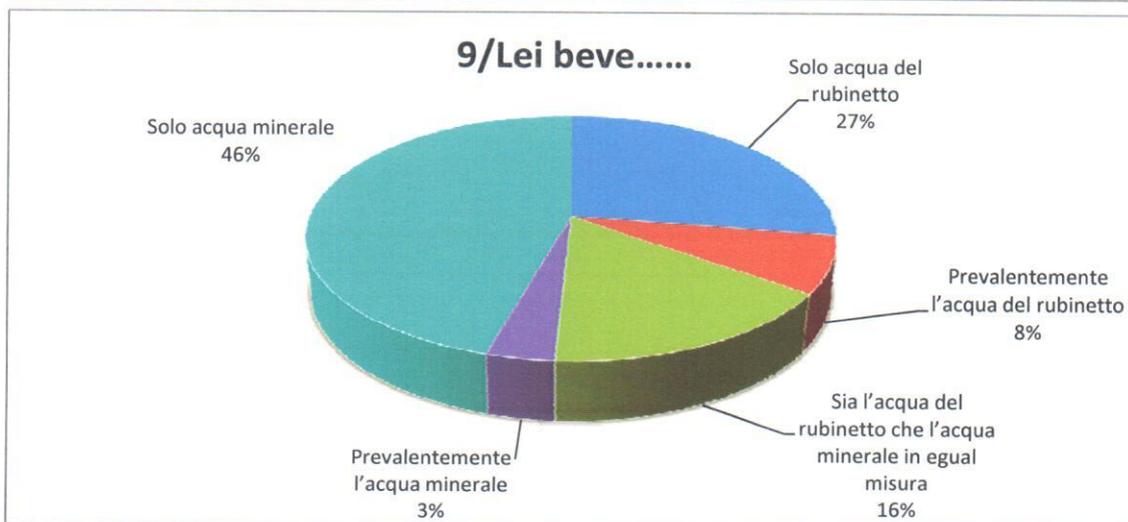
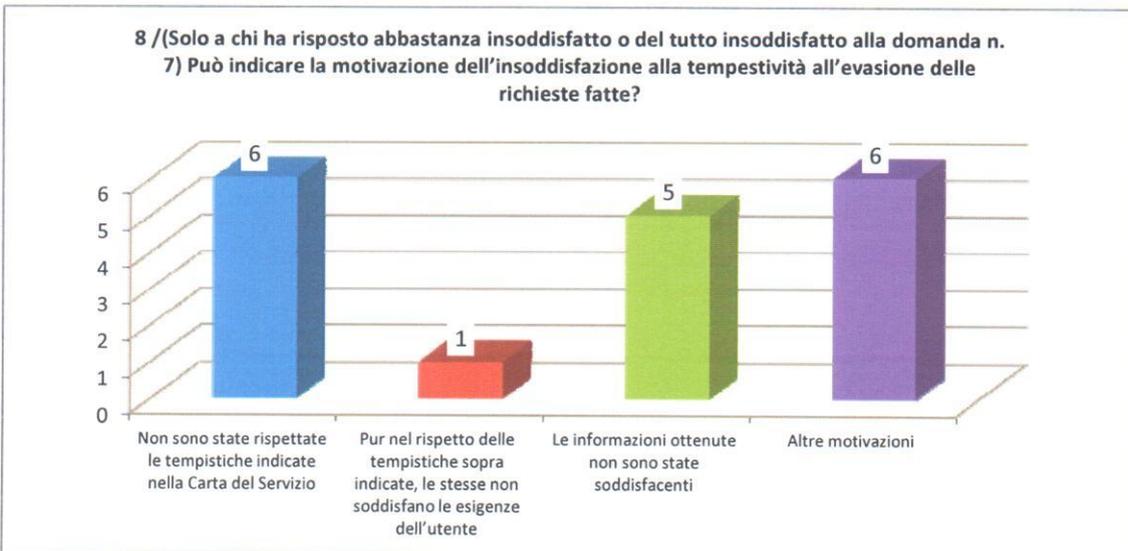
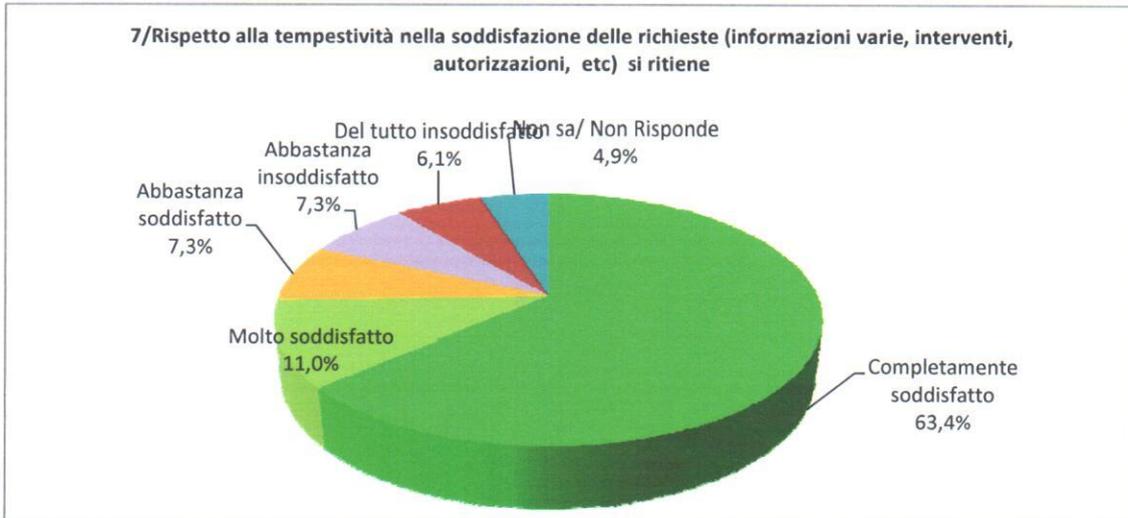
REPORT CUSTOMER SATISFACTION S.I.I. SERVIZIO IDRICO INTEGRATO DEL BIELLESE  
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CAMPAGNA 2013 - RISULTATI COMPLESSIVI



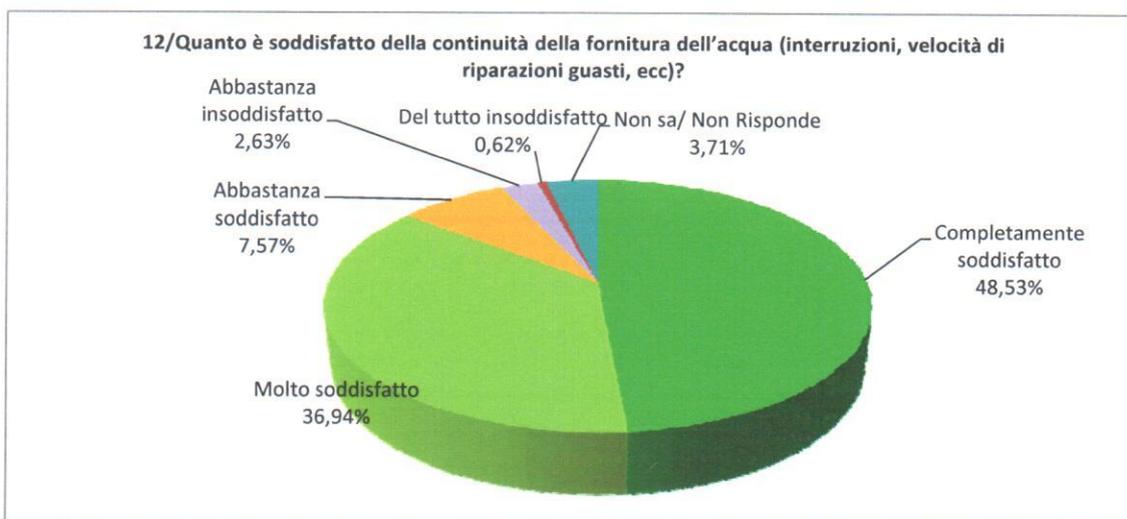
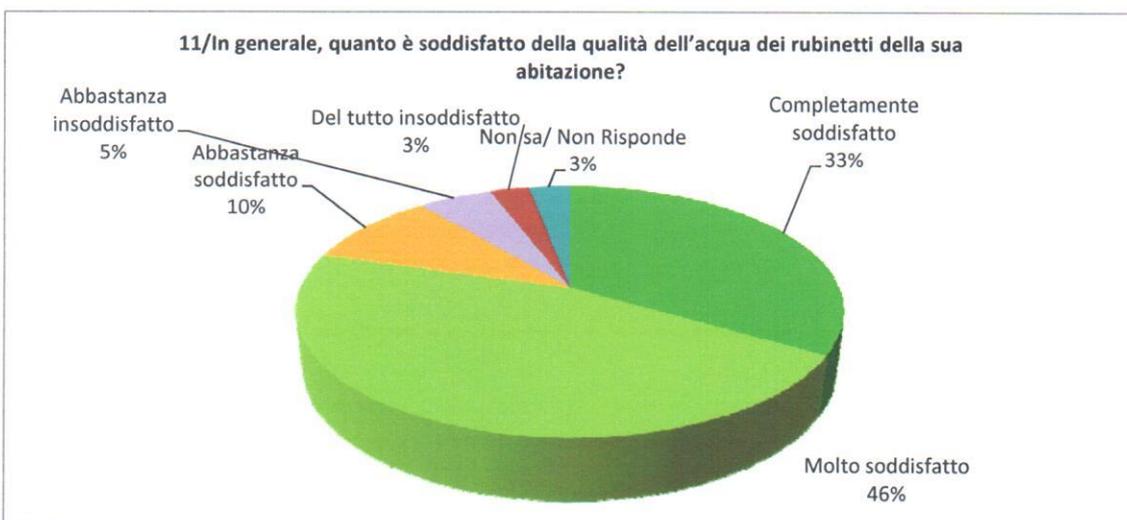
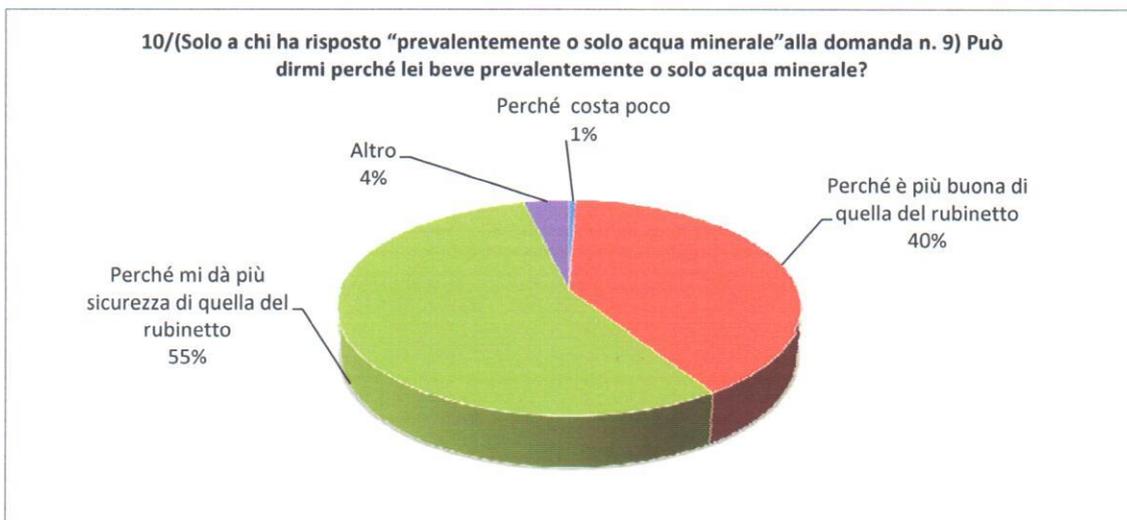
REPORT CUSTOMER SATISFACTION S.I.I. SERVIZIO IDRICO INTEGRATO DEL BIELLESE  
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CAMPAGNA 2013 - RISULTATI COMPLESSIVI



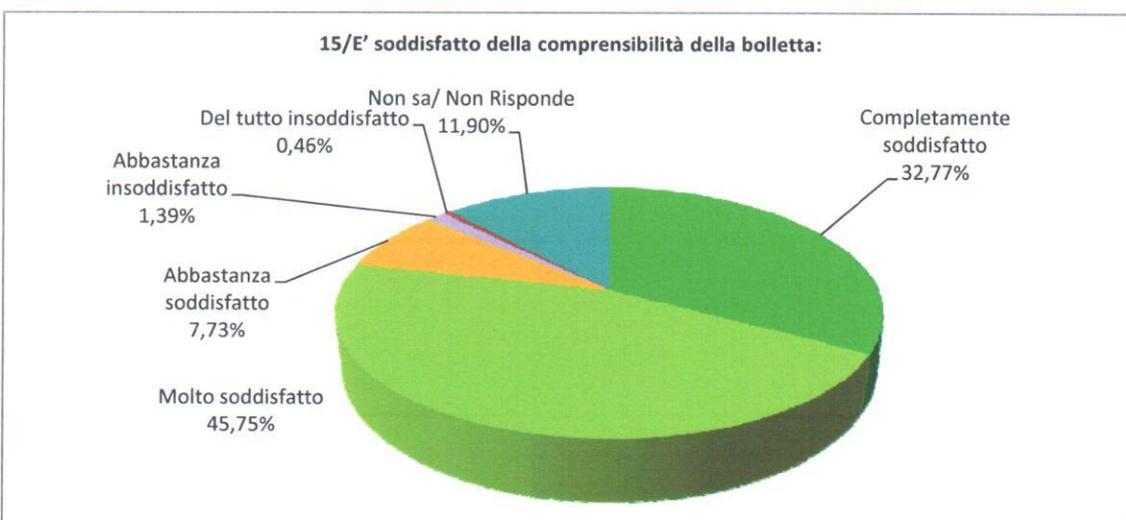
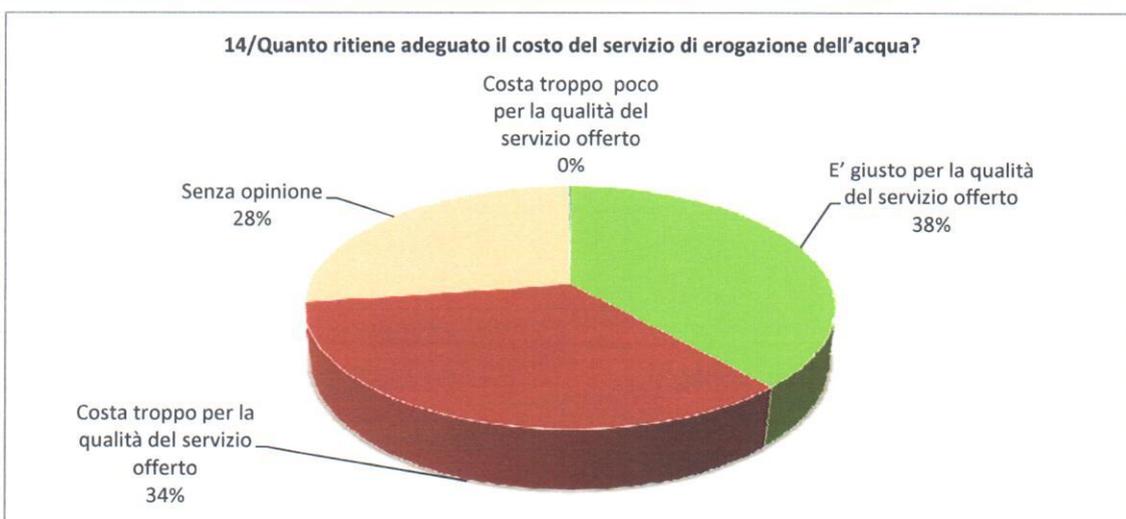
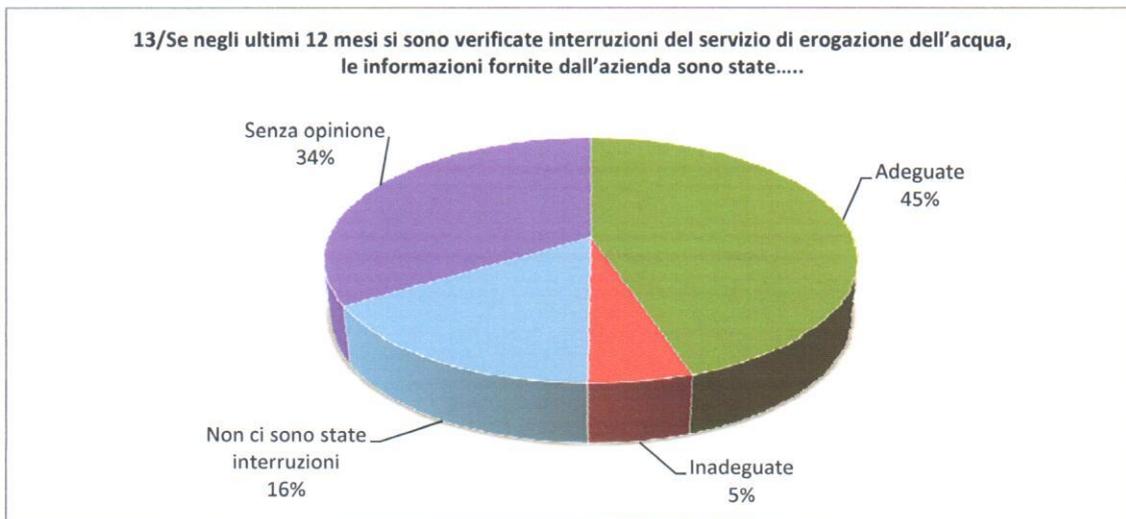
**REPORT CUSTOMER SATISFACTION S.I.I. SERVIZIO IDRICO INTEGRATO DEL BIELLESE  
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**CAMPAGNA 2013 - RISULTATI COMPLESSIVI**



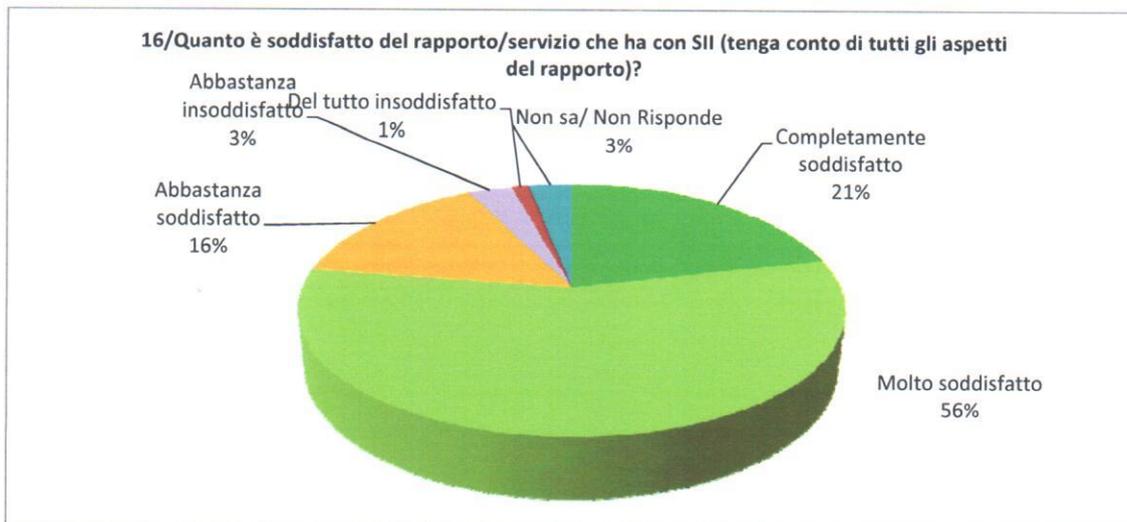
**REPORT CUSTOMER SATISFACTION S.I.I. SERVIZIO IDRICO INTEGRATO DEL BIELLESE E VERCELLESE S.p.A.**

**CAMPAGNA 2013 - RISULTATI COMPLESSIVI**



**REPORT CUSTOMER SATISFACTION S.I.I. SERVIZIO IDRICO INTEGRATO DEL BIELLESE  
E VERCELLESE S.p.A.**

**CAMPAGNA 2013 - RISULTATI COMPLESSIVI**



**N° Utenti chiamati: 809**  
**N° Utenti intervistati: 647**  
**Tasso di Risposta: 80,0%**  
**IVSS: 8,53**

REPORT CUSTOMER SATISFACTION S.I.I. SERVIZIO IDRICO INTEGRATO DEL BIELLESE  
E VERCELLESE S.p.A.

CAMPAGNA 2013 - RISULTATI COMPLESSIVI

CONFRONTO ANDAMENTO INDICI DI VALUTAZIONE DEL SERVIZIO  
2007-2008-2009-2010-2011-2012-2013

