

# What our clients think about us?

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A summary od survey results



# customer satisfaction survey

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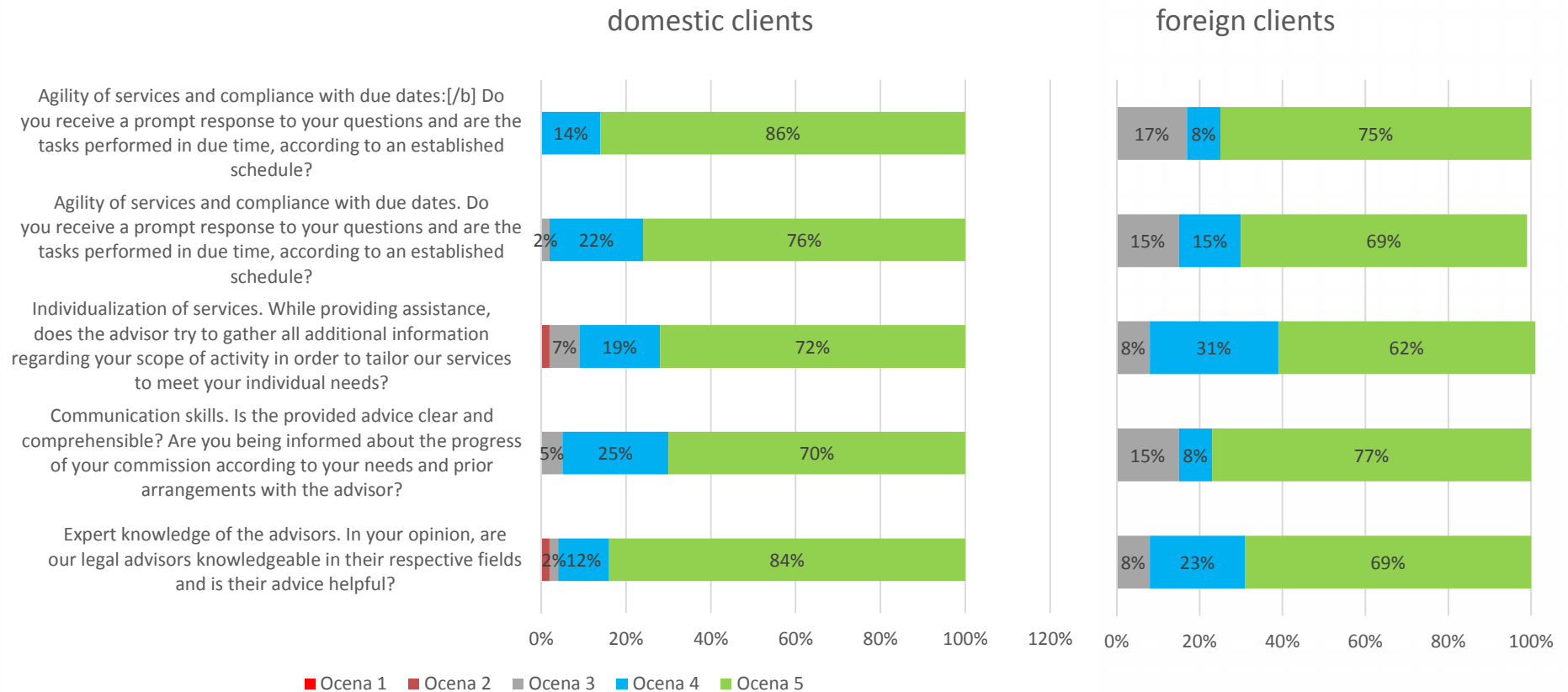
- We conducted our audit in June 2015
- This is the first survey about customer satisfaction

## Why?

- To get customer feedback on our activities and quality of service
- To find out what is going well, what we could improve, how to extend its offer
  
- In this study we used an online survey consisting of 15 questions
- The average time to complete the survey was 7 minutes

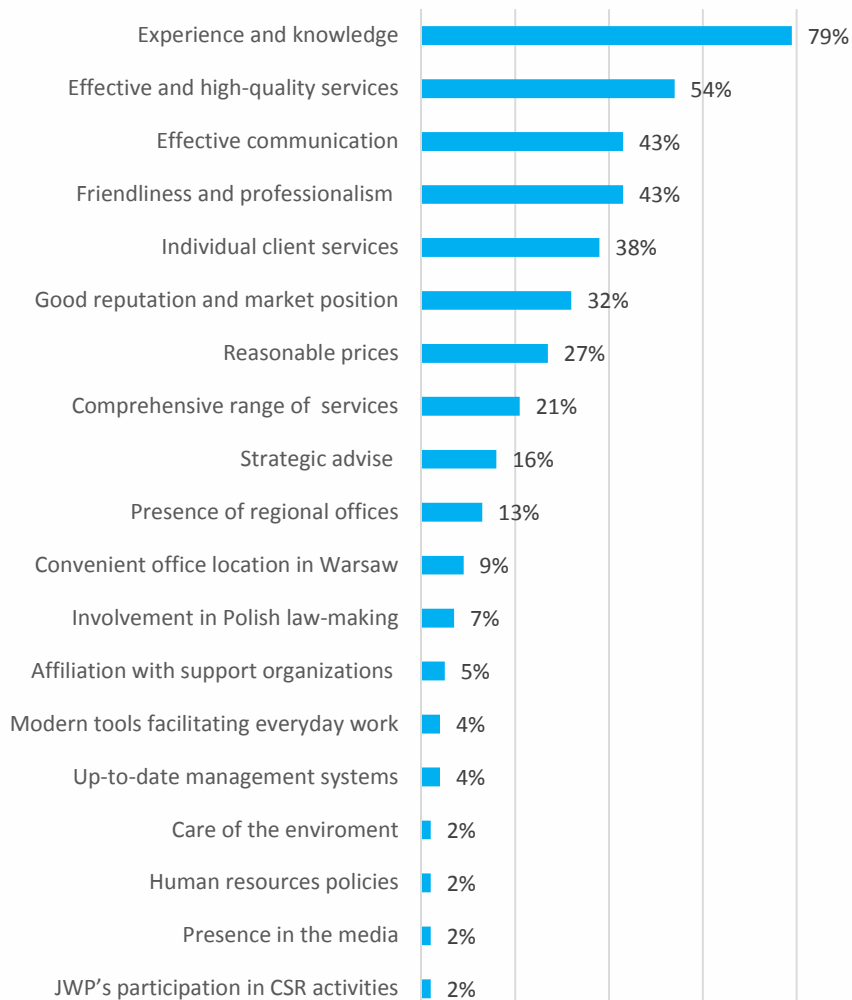


## How do you assess the level of our services? scale of 1-5, 5 the highest rating



# Why have you decided to cooperate with JWP?

## domestic clients



## foreign clients





## What is important for clients?

