

Nr.	Question	Excellent	Great	Good
1	The end customer ...	This is whoever buy or uses our products or services	Anyone who deals with our products or services	Only who buys our products or services
2	The direct customer ...	It is whoever uses the fruits of our labour	Can be internal or external to company (intermediary)	It may coincide with the final customer
3	The two important aspects for the customer are:	Experience and contact	Experience and quality	Contact and product / service
4	Between the result of your work and the satisfaction of the direct or final customer ...	It is important, but not always necessary	It is essential that there is a link between the two.	It is useful, but ...
5	In our daily lives it is better ...	Act and ...		
6				



Результаты измерений

Your opinion

The end customer ...

- This is whoever buy or uses our products or services
- Anyone who deals with our products or services
- Only who buys our products or services

The direct customer ...

- Can be internal or external to the company (intermediary)
- Is whoever uses the fruits of our labour
- It may coincide with the final customer

The two important aspects for the customer are:

- Experience and contact
- Experience and quality
- Contact and products/services

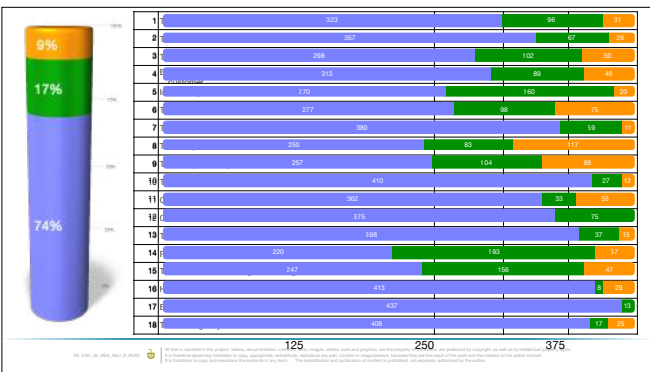
Группируя ответы участников, распределяя их по различным видам деятельности...

Customer: Jalyk Inc. Project: Customer Centricity Total participants: 450

Excellent
 Great
 Good

Nr. Questions	Excellent	Great	Good
1 The end customer ...	323	96	31
2 The direct customer ...	357	67	26
3 The two important aspects for the customer are:	298	102	50
4 Between the result of your work and the satisfaction of the direct or final ...customer ...	313	89	48
5 In our daily lives it is better ...	270	160	20
6 Thinking about daily actions ...	277	88	75
7 The best language to use is ...	380	59	11
8 The complaints ...	250	83	117
9 The complaint may be ...	257	104	89
10 The customer perspective, helps us understand ...	410	27	13
11 Contextualizing means ...	362	33	55
12 Customer behaviour ...	375	75	0
13 The result of our work ...	398	37	15
14 Responsibility can be shared ...	220	193	37
15 The subdivision into targets and segmentation ...	247	155	47
16 How the customer accesses ...	413	8	29
17 Be accessible ...	437	13	0
18 The "emergency corridors" ...	408	17	25

... необходимые соображения могут быть учтены в ходе обучения, определяя показатели обучения.



18 точек анализа...

HR / Partner

... где определить аспекты, к которым они оказались более чувствительными по сравнению с другими, над которыми стоит продолжать работать другими методами и в другое время.

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and
intellectual
property

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