

We offer you short roads to success!

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Get an idea of the possible project workflow taking a customer satisfaction analysis as an example:

You determine the targets and target group(s) for the survey. We support you and prepare the questionnaire together with you, fix the sampling size and select the right contact partners.



You address a friendly advance notice to the persons to be interviewed (e.g. your customers, suppliers, employees). We will provide a sample letter or text (in different languages).



You provide us a list containing, if possible, 130% of all persons to be interviewed as well as any other necessary information on a data medium of your choice.



We conduct the survey or interview (at a national and international level). After three to four weeks you'll receive the evaluation, a detailed report and all original interview records.



Upon request, we present the analysis outcome personally to you and assist you in interpreting and implementing its results (CRM, workshops). You decide, if and when a new analysis is required for monitoring the success and trends.

Member of **ESOMAR** *The World Association of Research Professionals*

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