











The Management of RGR srl is convinced that the success of its organization depends on the satisfaction of its customers. Our primary goal is to better interpret the needs of our customers to meet their demands. This cannot be without the continuous optimization of our processes with the consequent improvement in the quality of the products and/or services offered.

In order to improve our products and/or services, our work needs to be constantly monitored, so please download our customer satisfaction questionnaire and submit it to the following address:

[rgr@rgr.fvg.it](mailto:rgr@rgr.fvg.it)

CUSTOMER REPLY
<p>1. Do you feel that our work has been carried out with professionalism? (indicate the level of satisfaction)</p> <p> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> </p>
<p>2. Have the agreed delivery times been met? (indicate the level of satisfaction)</p> <p> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> </p>
<p>3. Did the product and/or service quality conform to your requirements? (indicate the level of satisfaction)</p> <p> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> </p>
<p>4. How do you assess how to respond to complaints? (indicate the level of satisfaction)</p> <p> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> </p>
<p>5. Did the people who contacted have been available to listen to your needs? (indicate the level of satisfaction)</p> <p> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> </p>
<p>6. Do you have any suggestions for improving our product and/or service?</p>