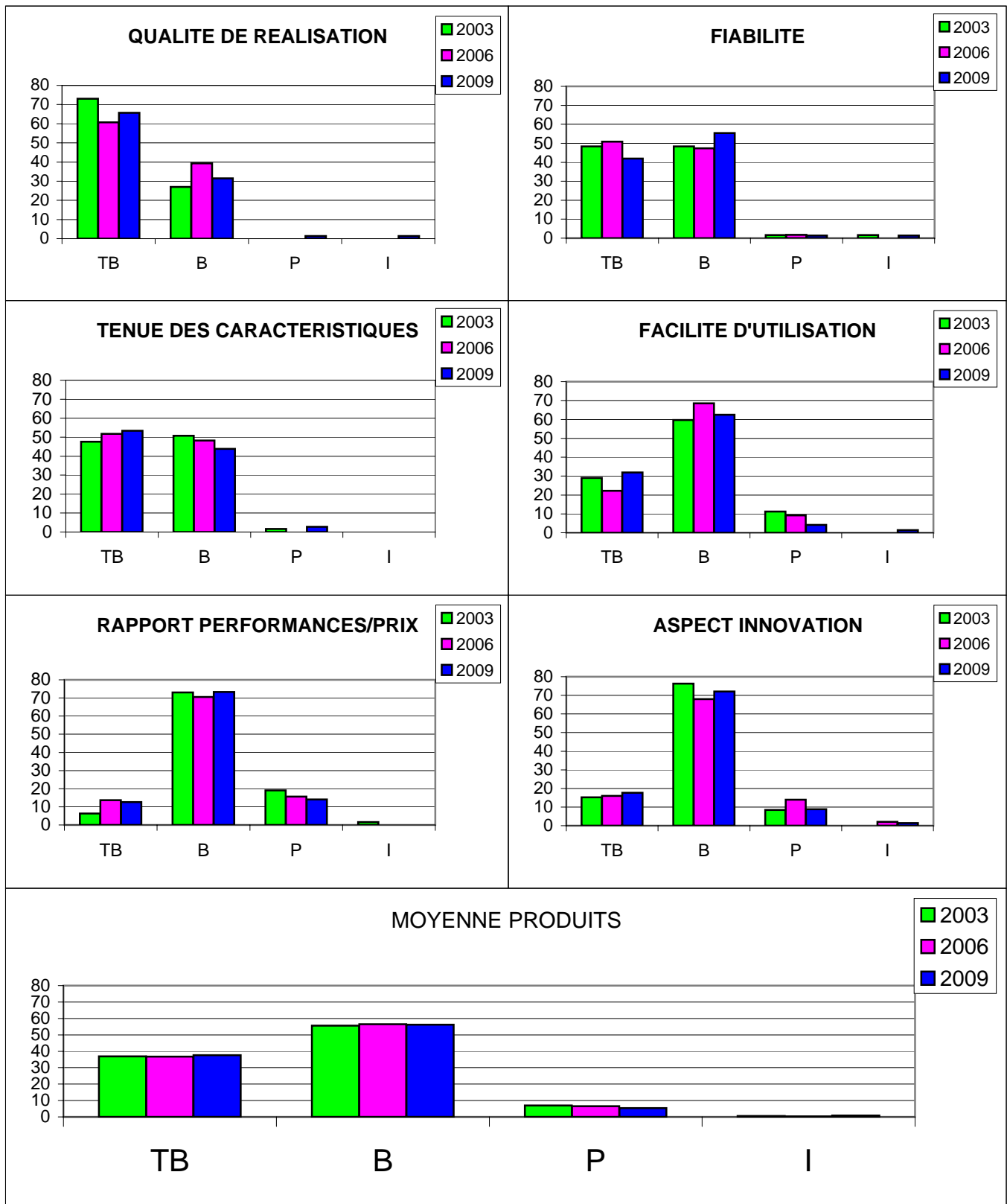


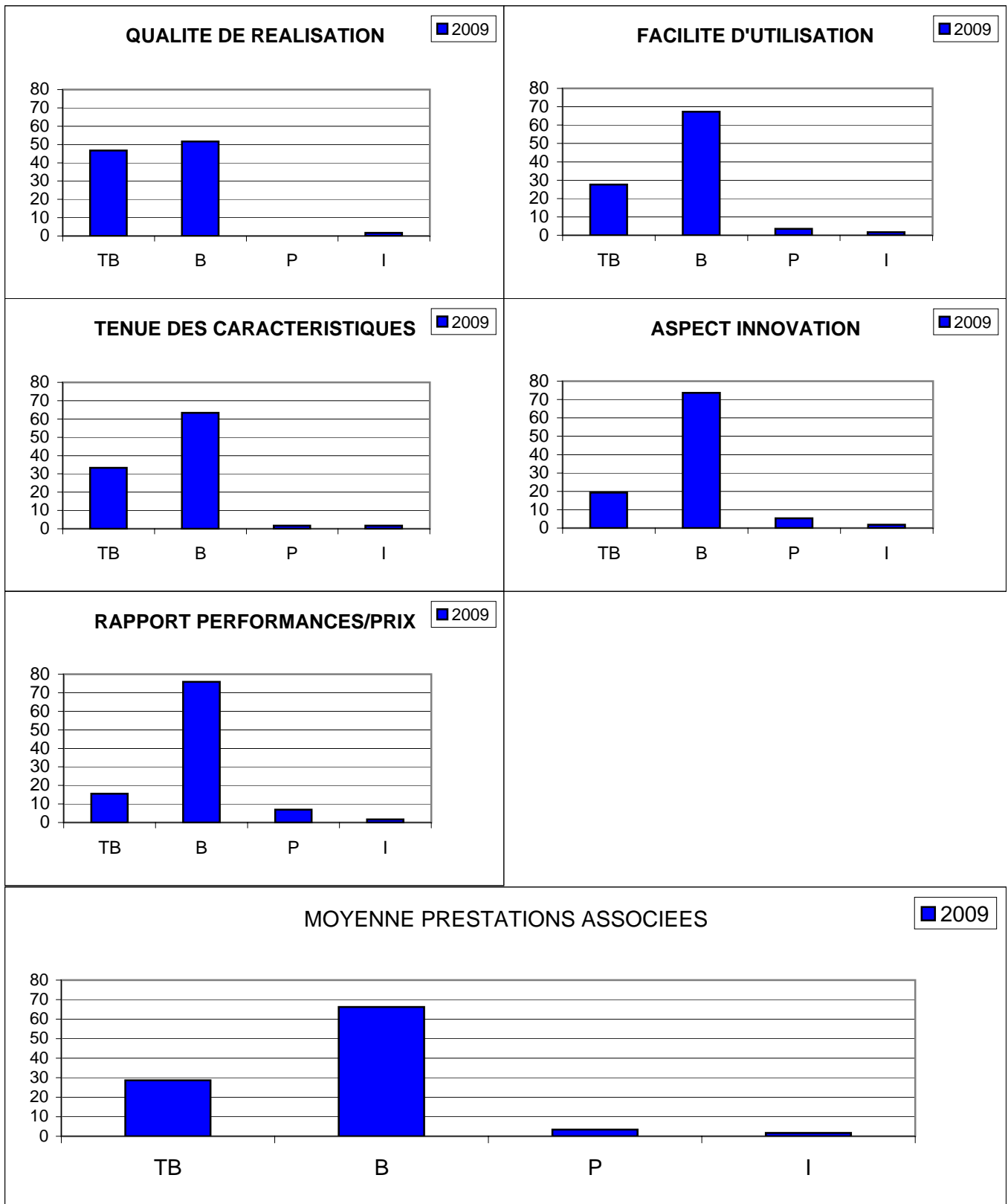
# ENQUETE CLIENTS 2009

## 1 - PRODUITS



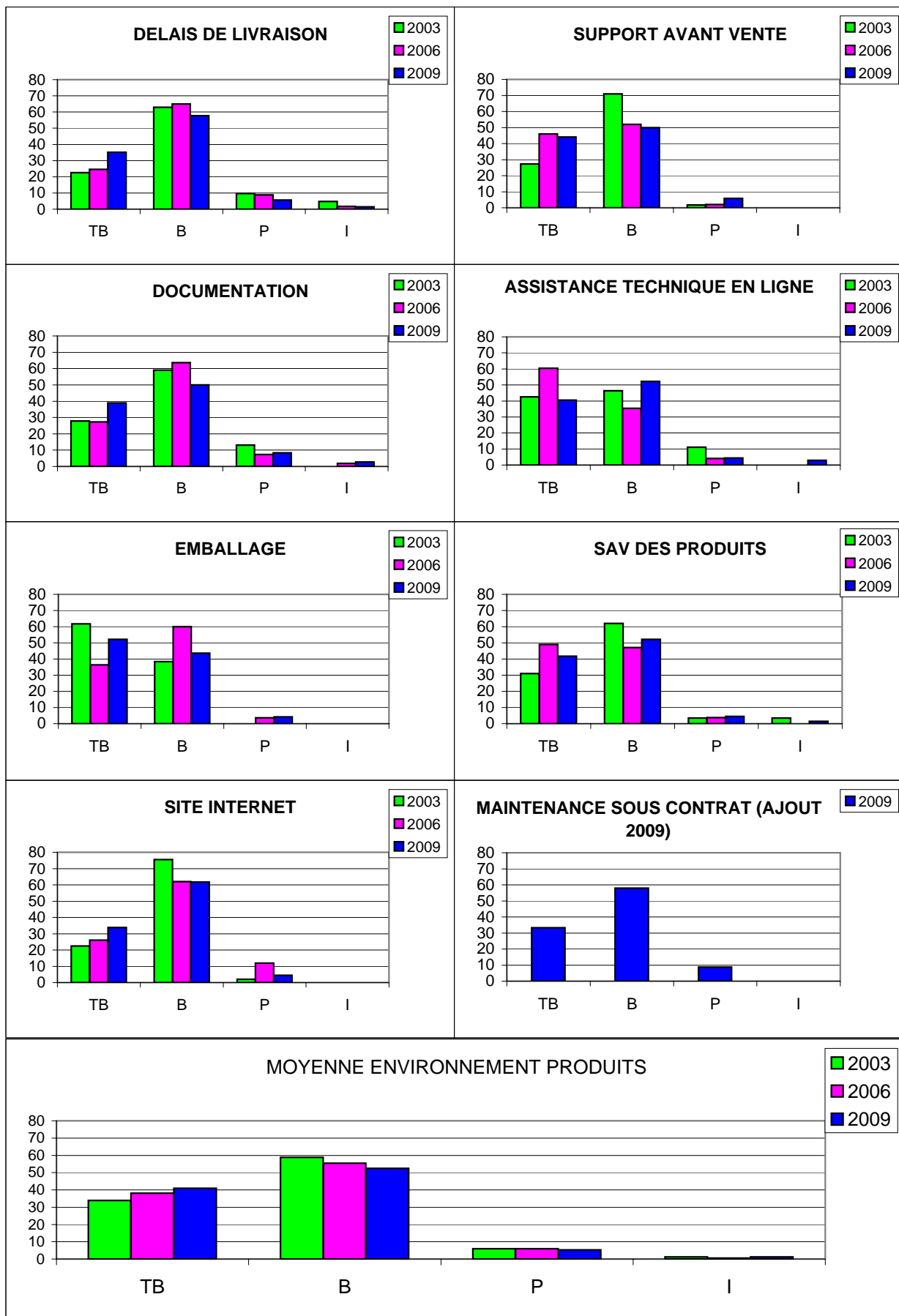
# ENQUETE CLIENTS 2009

## 2 - PRESTATIONS ASSOCIEES (AJOUT 2009)



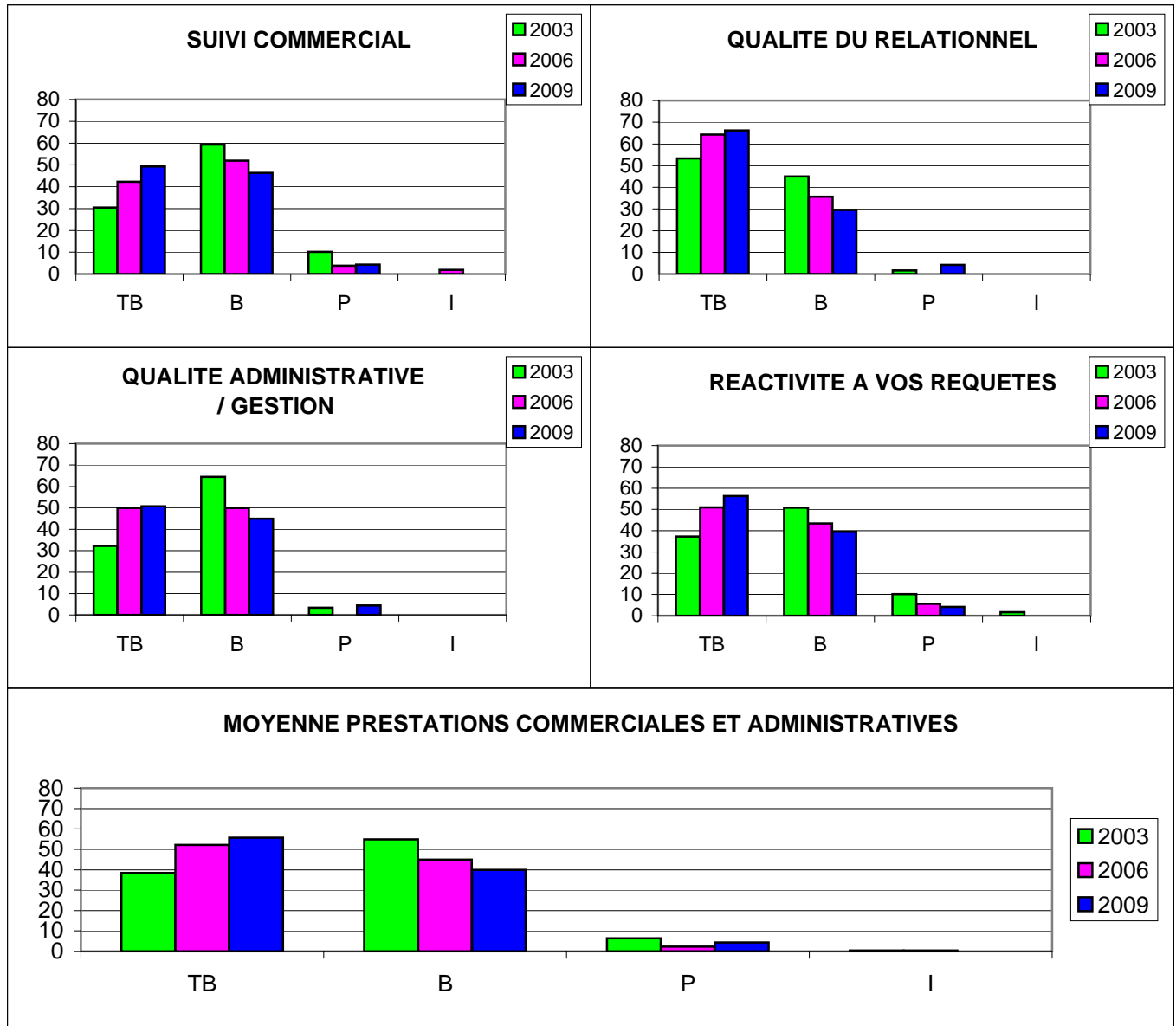
# ENQUETE CLIENTS 2009

## 3 - ENVIRONNEMENT PRODUITS



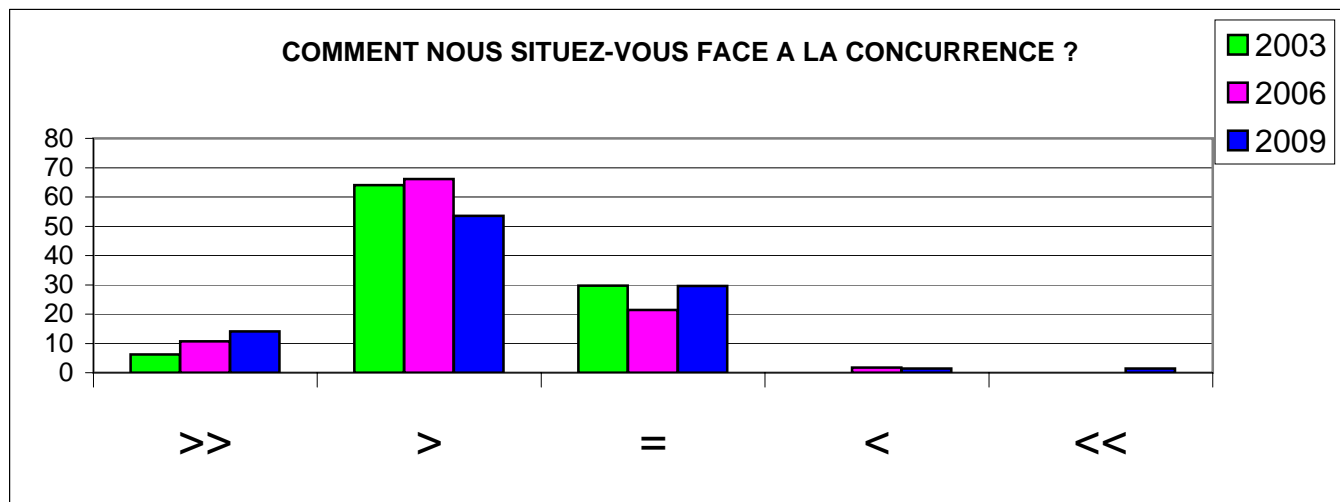
# ENQUETE CLIENTS 2009

## 4 - PRESTATIONS COMMERCIALES ET ADMINISTRATIVES



# ENQUETE CLIENTS 2009

## 5 - IMAGE



CONCERNANT LE TAUX DE REPONSE :

ANNEE	ENVOIS	REPONSES	MAL DIRIGEES	REPONSES TARDIVES	REPONSES RETENUES	% DE REPONSE
EN 2009	685	99	16	1	79	14
EN 2006	397	67	12	0	60	17
EN 2003	778	69	8	0	61	9