**附件2 顾客满意报告**

\*\*免费预览版\*\*

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 报告编号 |  | | | 调查进行时间 | | | | 从 到 | | | |
| 发出调查表数量 | | |  | | | | … | | |  | |
| 评分低于目标值的特性 | | | | … | | | | | | | |
|  | | | |  | | | | | | | |
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| 顾客投诉 | | | | | | | | | | | |
| 合理投诉的数量 | |  | | | … |  | | | … | |  |
| 最共同的投诉 | | | | | | | | | | | |
|  | | | | | | | | | | | |
| 关于顾客满意的结论 | | | | | | | | | | | |
| **注：**如果投诉数量超过目标值，…. | | | | | | | | | | | |
| … | | | | | | | | | | | |
|  | | | | | | | | | | | |

\*\*免费预览版结束\*\*

点击此处下载文件全文：  
<http://advisera.com/9001academy/zh-cn/documentation/gkmybg/>