



[Intefrated Label](#)

Effectiveness in your administrative processes



Customers

[Our customers](#)

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CUSTOMERS > Tell us what you think

Tell us what you think



We are committed to satisfying our customers

Please take a moment to complete this short survey. The information you provide will be used to improve the service we offer.

Your answers will be treated confidentially and will not be used for any purpose other than research carried out by Impaorsa.

Firstly, please provide the following contact information:

Include your company 	Date
Please write your full name 	Enter your landline or mobile phone number

Next, we'll start with the questionnaire. To complete the survey correctly, tick the appropriate box or colour the one that matches. You may only tick one box in each question and if you have a comment, you may include it.

1. How would you rate the the treatment received from IMPAORSA staff?

☐ Very good ☐ Good ☐ Average ☐ Bad ☐ Very bad ☐ Don't know/No comment

Comments

2. What is your opinion regarding IMPAORSA meeting delivery deadlines?

☐ Very good ☐ Good ☐ Average ☐ Bad ☐ Very bad ☐ Don't know/No comment

Comments

3. How would you rate the state of the boxes and goods received from the IMPAORSA transport and delivery service?

☐ Very good ☐ Good ☐ Average ☐ Bad ☐ Very bad ☐ Don't know/No comment

Comments

4. How would you rate the effectiveness in managing orders or enquiries made by phone/fax/mail to IMPAORSA?

☐ Very good ☐ Good ☐ Average ☐ Bad ☐ Very bad ☐ Don't know/No comment

Comments

5. How would you rate the resolution of incidents by IMPAORSA?

☐ Very good ☐ Good ☐ Average ☐ Bad ☐ Very bad ☐ Don't know/No comment

Comments

6. Regarding the variety of products and services offered IMPAORSA, what is your assessment?

☐ Very good ☐ Good ☐ Average ☐ Bad ☐ Very bad ☐ Don't know/No comment

Comments

7. How would you rate the quality of the work received from IMPAORSA?

☐ Very good ☐ Good ☐ Average ☐ Bad ☐ Very bad ☐ Don't know/No comment

Comments

8. How would you rate the quality/price of the products and services provided by IMPAORSA?

☐ Very good ☐ Good ☐ Average ☐ Bad ☐ Very bad ☐ Don't know/No comment

Comments

9. What was your overall experience with IMPAORSA like?

☐ Very good ☐ Good ☐ Average ☐ Bad ☐ Very bad ☐ Don't know/No comment

Comments

10. Finally, and in conclusion, would you recommend us?

☐ Yes ☐ No

Thank you for your help; your opinion is very important to improving our service.

Yours sincerely,

Quality Director

☐ I want to receive marketing material from IMPAOR, S.A.

☐ I have read and I accept IMPAOR, S.A.'s [Privacy Policy](#)

In compliance with what is established in current legislation on Protection of Personal Data, we wish to inform you that your personal data will be handled by IMPAOR, S.A., as Data Processor, in order to manage any requests for information coming in over the web forms or social networks. We also wish to inform you that your data will not be assigned to third parties by IMPAOR, S.A. unless this is legally mandatory or express consent has been given by you.

You are entitled to obtain confirmation as to whether we are processing your personal data at IMPAOR, S.A. and you thus have the right to access your personal data, rectify any inaccurate data or request its erasure when the data is no longer necessary and also to exercise the other rights covered by regulations as explained in the additional information. You may exercise the rights mentioned in the terms laid down in current legislation by getting in touch with IMPAOR, S.A., tel. 91 628 04 80, e-mail: sergiobadajoz@impaorsa.com.

At the same contact given above you may also request further detailed information on our data protection policy. You may similarly consult our additional information on our web page: www.impaorsa.com