



2010
Customer
Satisfaction
Survey

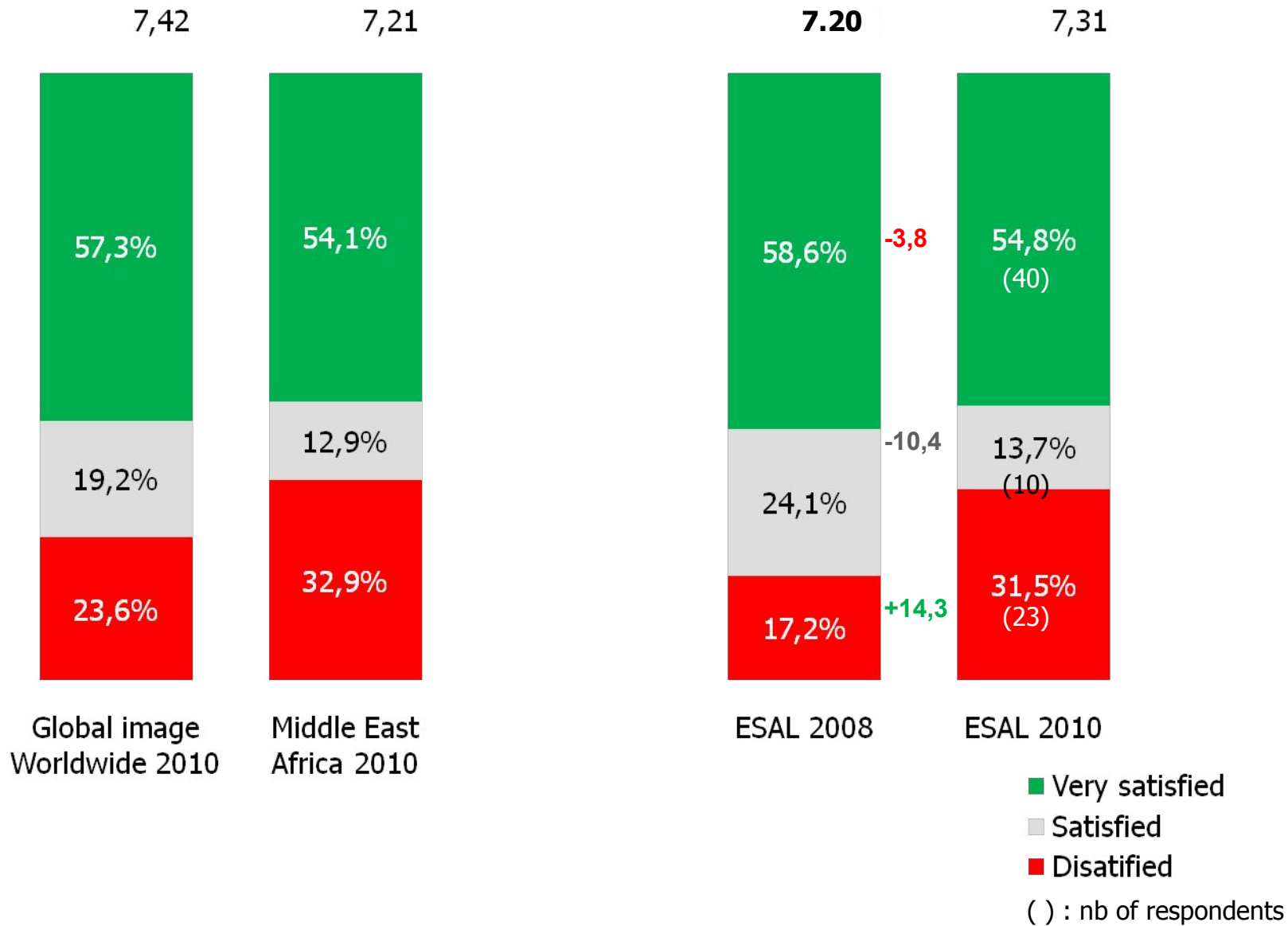
**ESAL
Report
September**



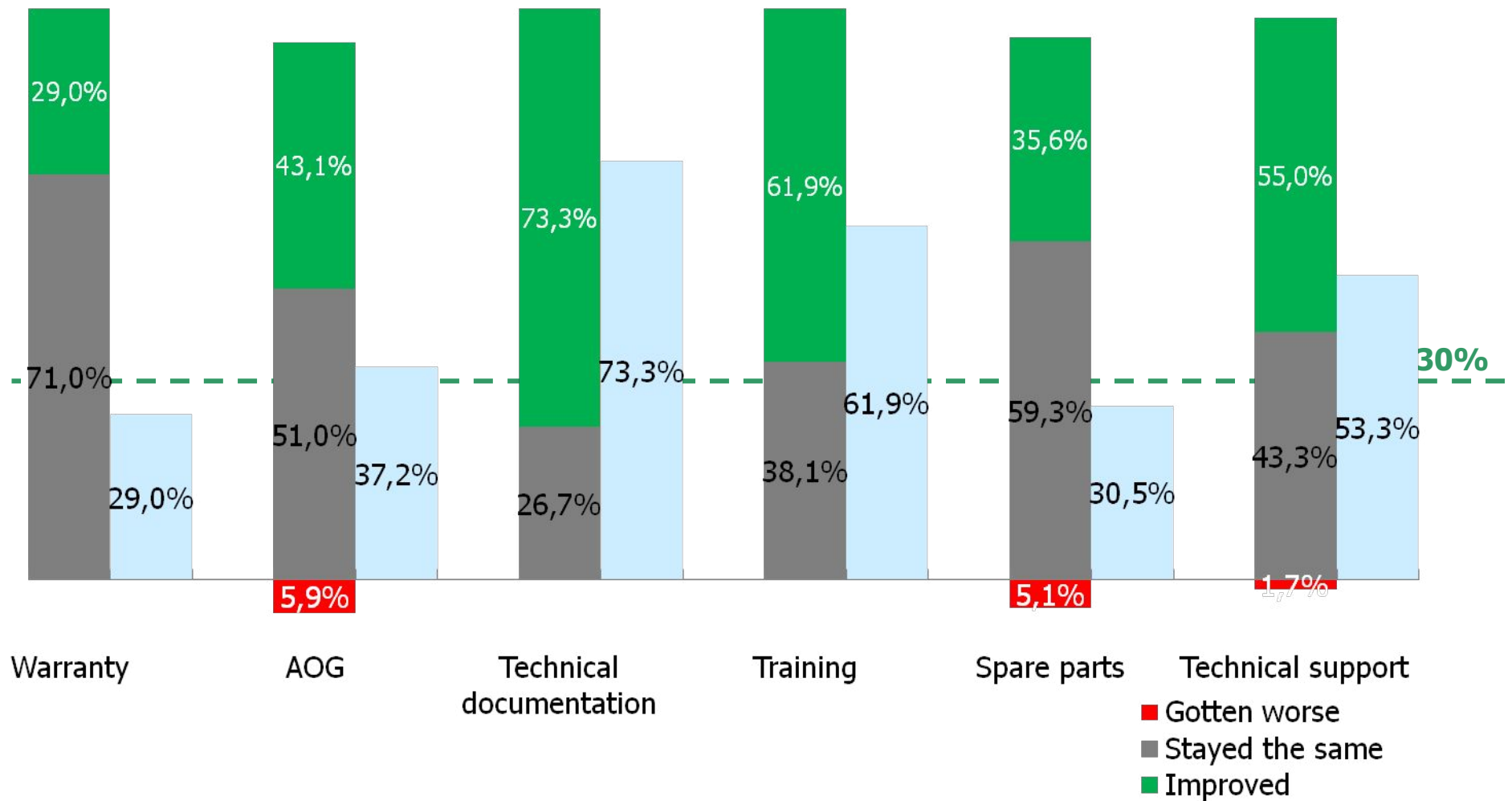
Return rate

Areas	Nb of people contacted	Nb of answers	%
Worldwide	3165	1011	32%
Africa/Middle East	310	89	29%
ESAL	213	82	38%

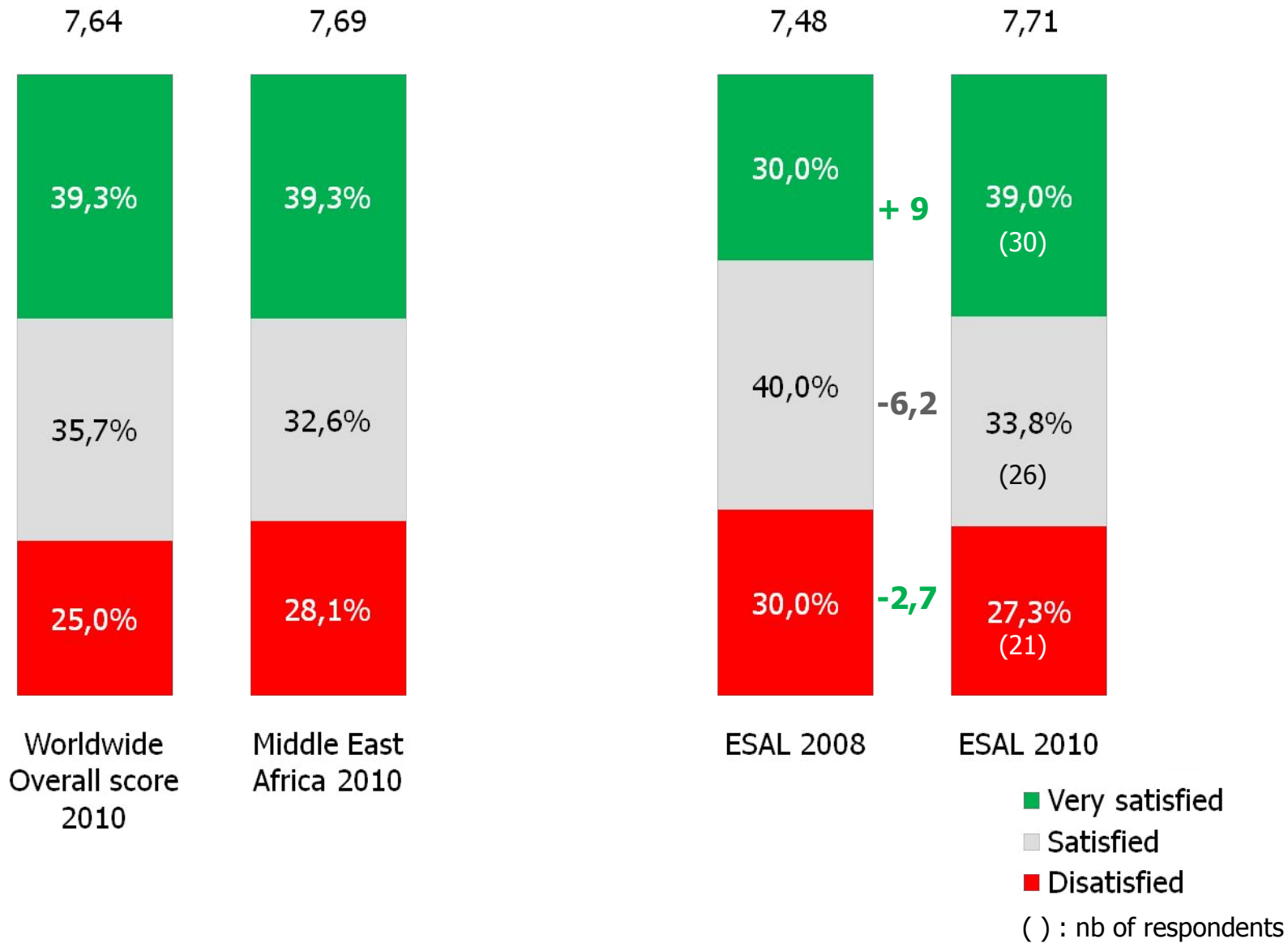
2008-2010 Image



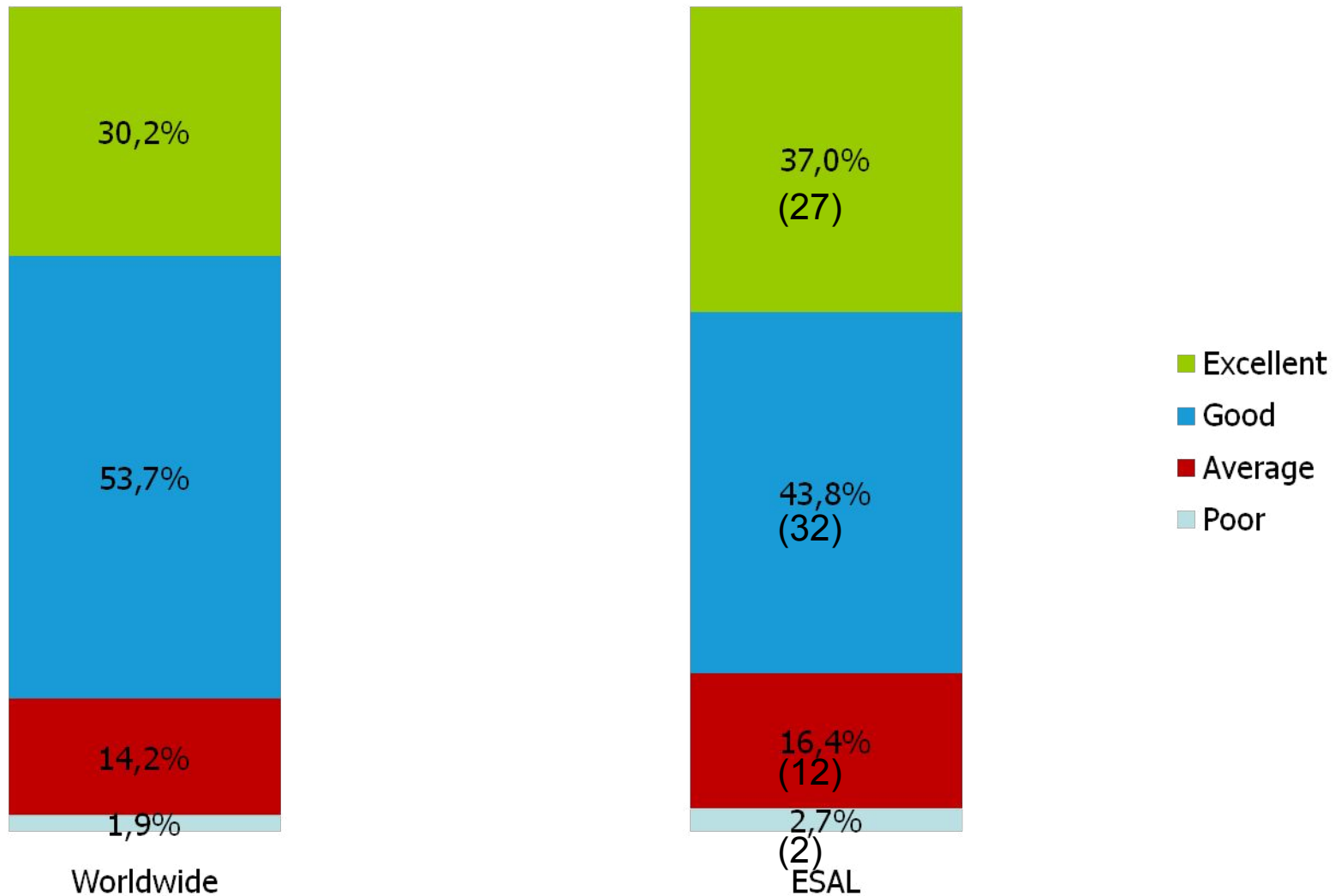
Improvement perceived on each category over the last 2 years



2008-2010 Overall score

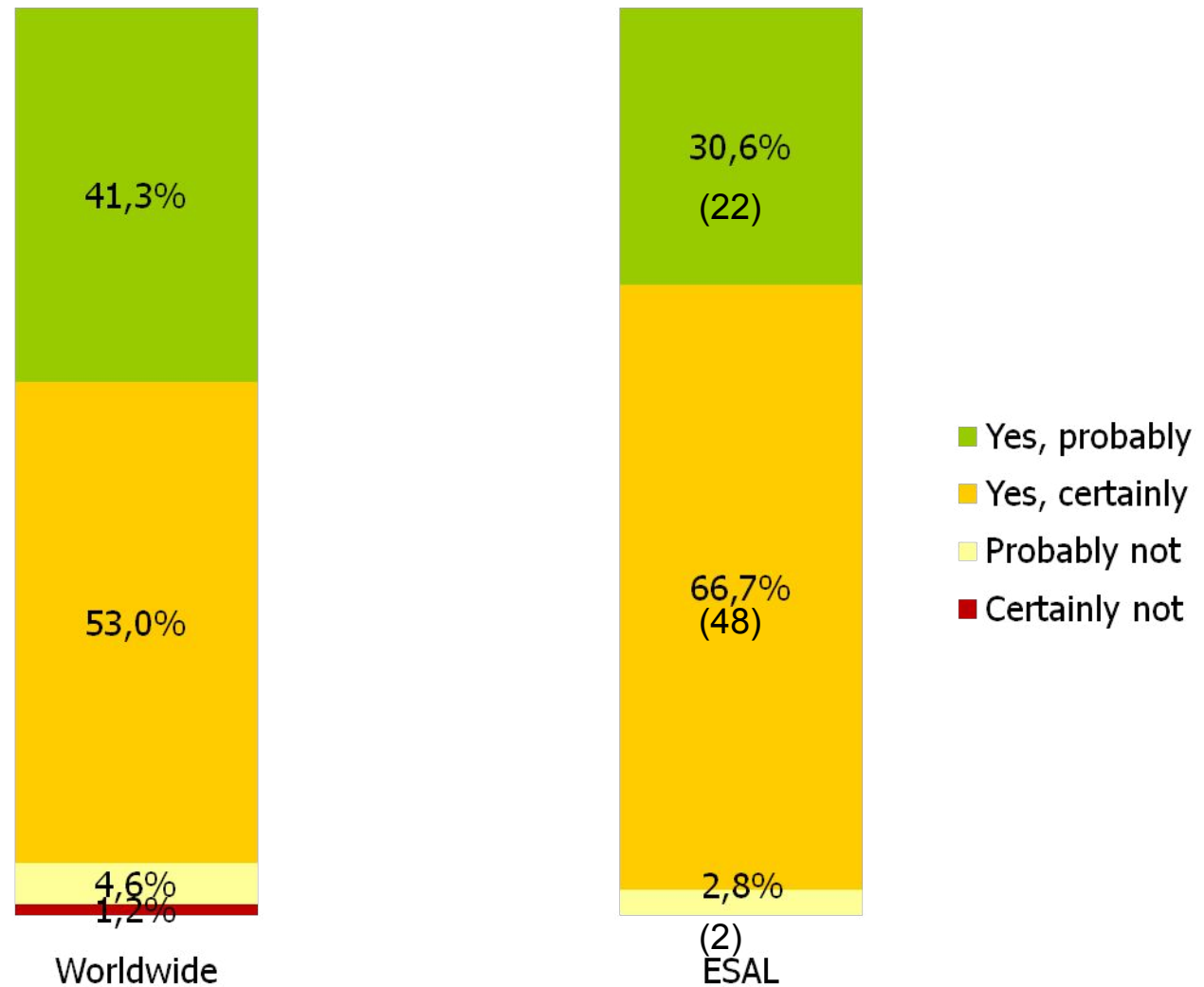


How would you describe your business relations with ESAL?



() : nb of respondents

Would you recommend ESAL to another person or partner company?



Total of respondents: 72

() : nb of respondents

