

Evaluation of the customer satisfaction survey 2008

Many thanks to all participants for the interest in our survey.

Development of the customer satisfaction from 2004 to 2008

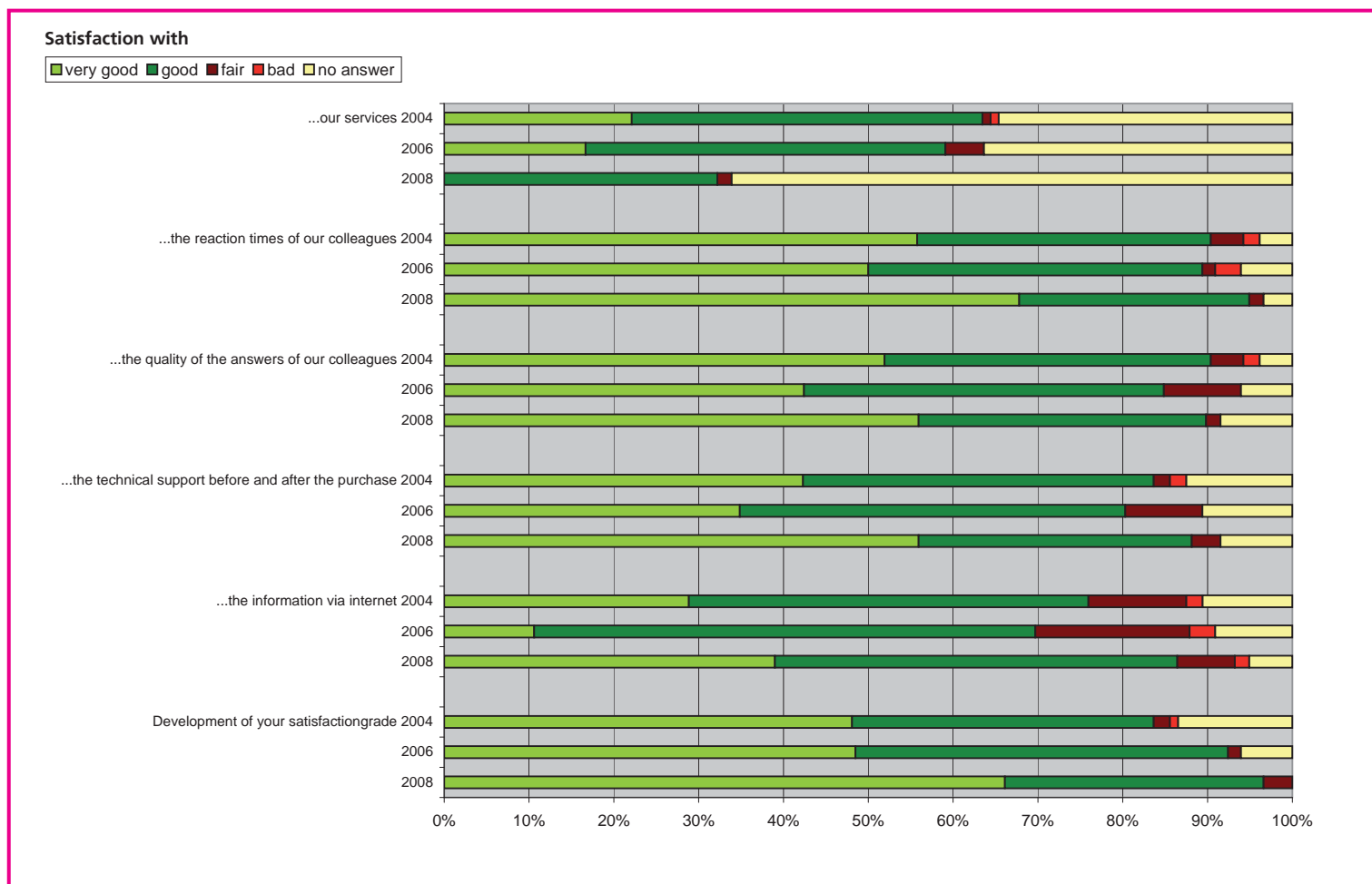


...further page 2

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Our results have considerably improved since our last customer satisfaction survey in 2006.

A general tendency becomes apparent with the continuing increase in the degree of satisfaction. The high quality requirements both towards our products and our staff are clearly visible in the detailed analysis of the survey. The constant improvements in the customer support – by means of ambitious goals in the context of the quality management system – resulted in the displayed appreciation by the customers.

Relevant reasons for the positive feedback are:

- the new website with a new logo, fresh colours and a distinctly improved navigation
- the product-oriented restructuring with clear responsibilities
- the revision of the content of the processing guidelines using a uniform structure
- the formulation of product information and a list of FAQs

Thank you very much for your feedback!

The next customer satisfaction survey will be carried out in 2010. But our questionnaire is constantly available on our homepage.