



Evaluation of the customer satisfaction survey

conducted by

Schomäcker Federnwerk GmbH in 2023

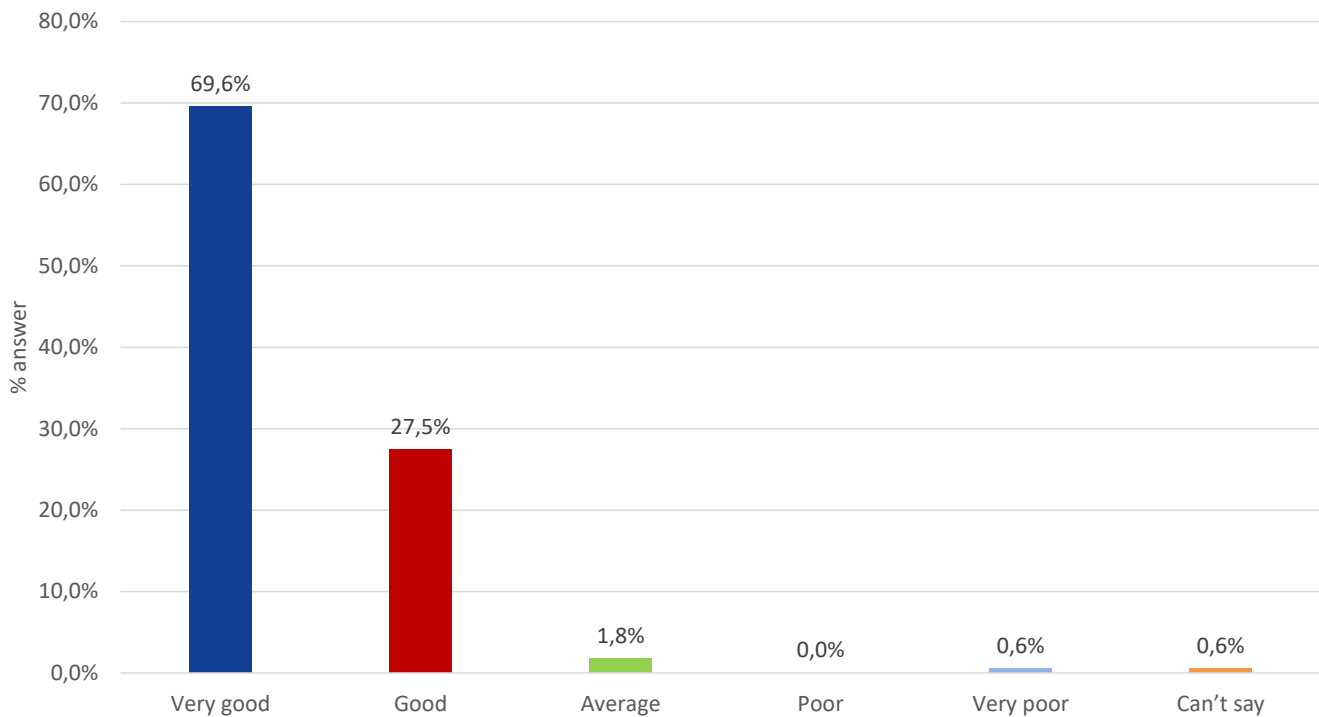
Thank you for participating in our customer satisfaction survey!

We hope that our evaluation will provide you with an interesting insight.

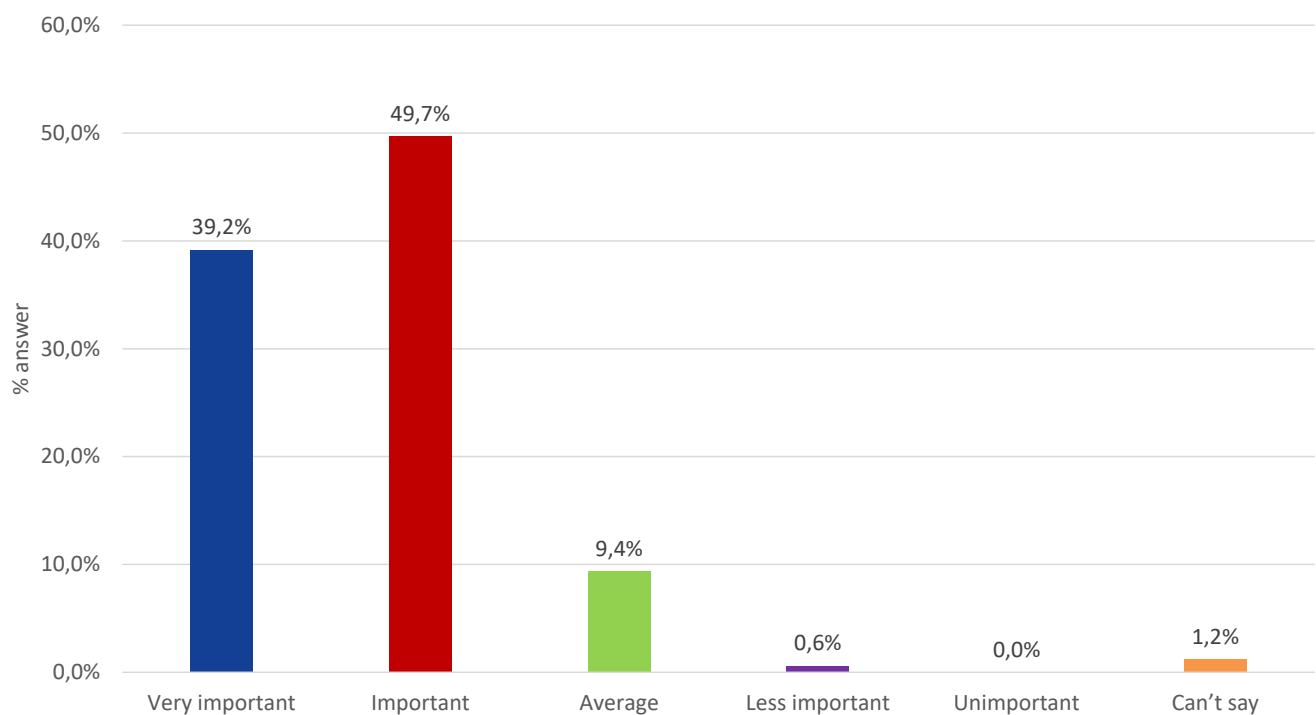
Customers addressed:	2230
Responses in total:	218
Response rate:	9,8%

Head office in Germany:	84,2%	Management	5,5%
Head office in Europe:	12,6%	Marketing	0,5%
Head office outside Europe:	3,3%	Purchasing	19,4%
		Sales	59,9%
		Quality Assurance	0,9%
		Product Management	2,8%
		Logistics/Dispatch	0,9%
		Engineering	6,0%
		Other	4,1%

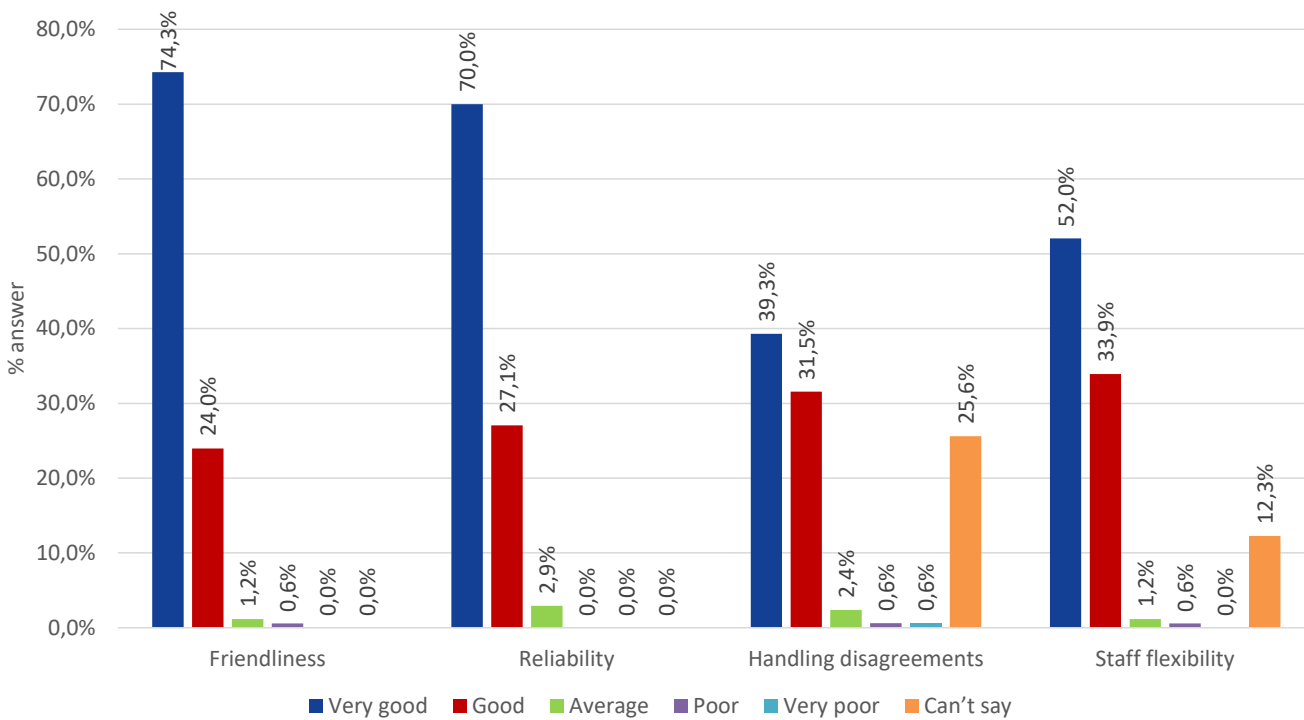
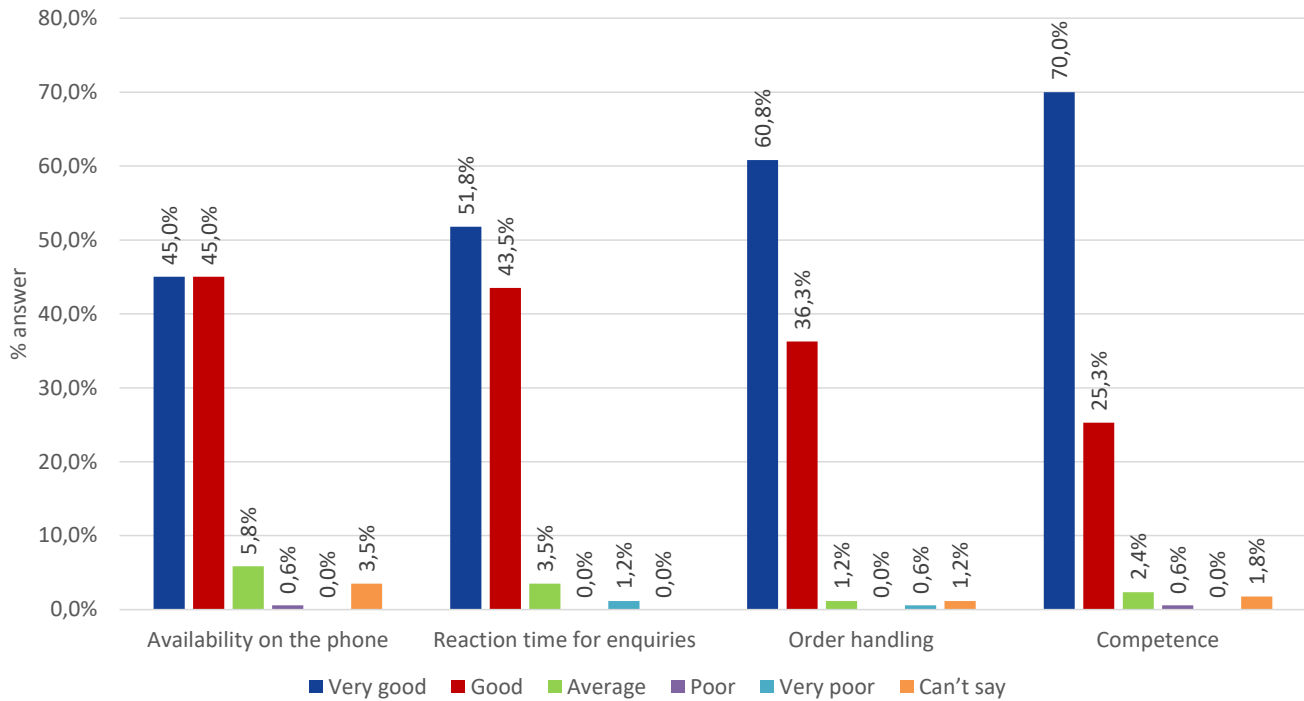
How do you rate your cooperation with Schomäcker in general?



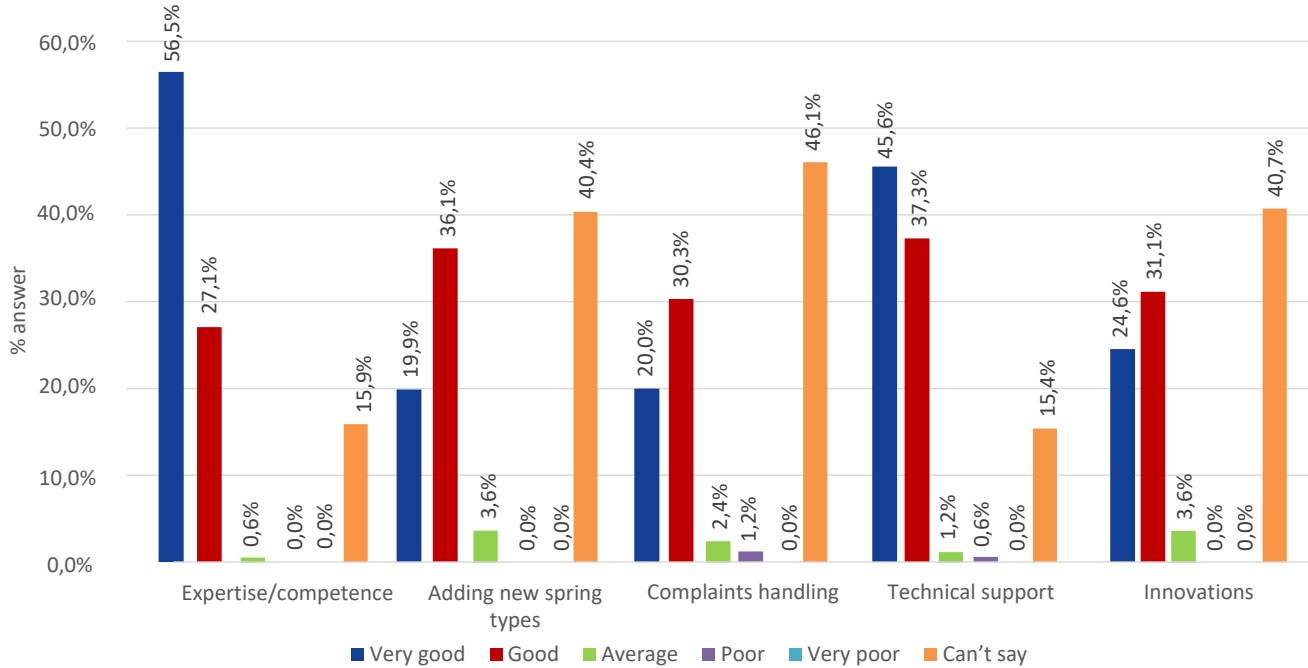
How important is the Schomäcker brand to you?



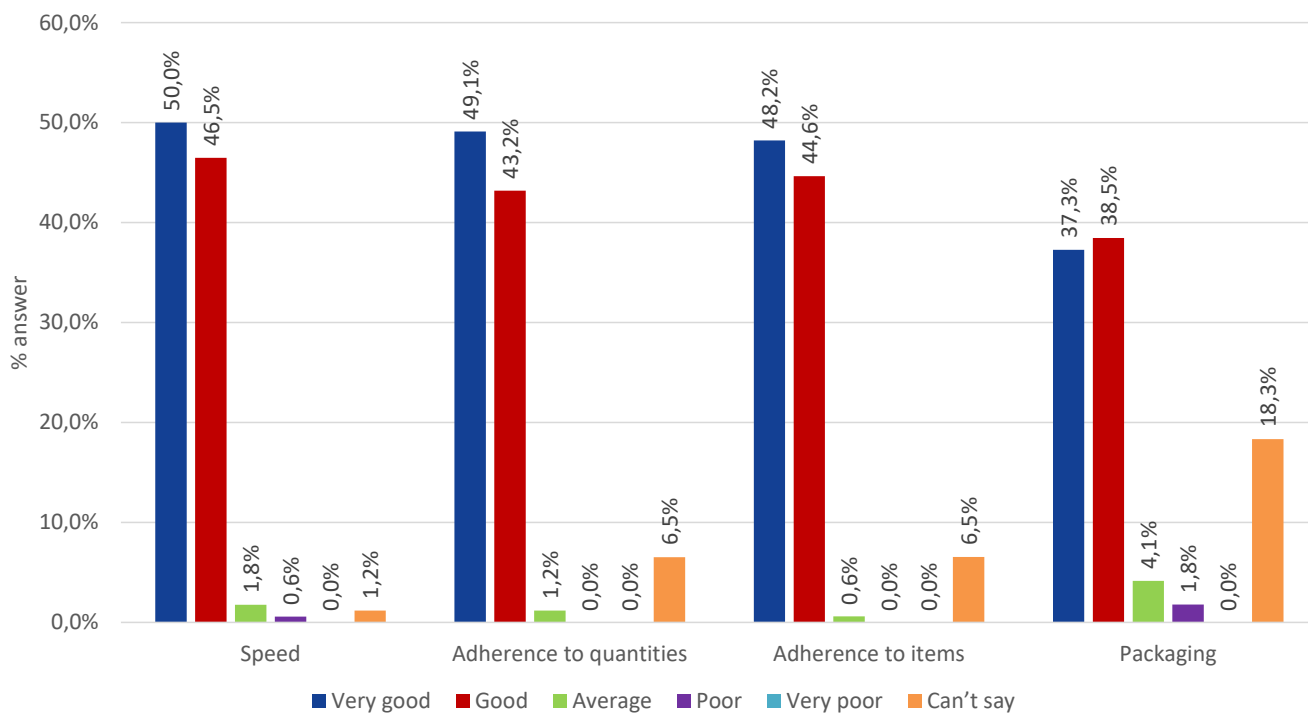
How do you rate our Sales?



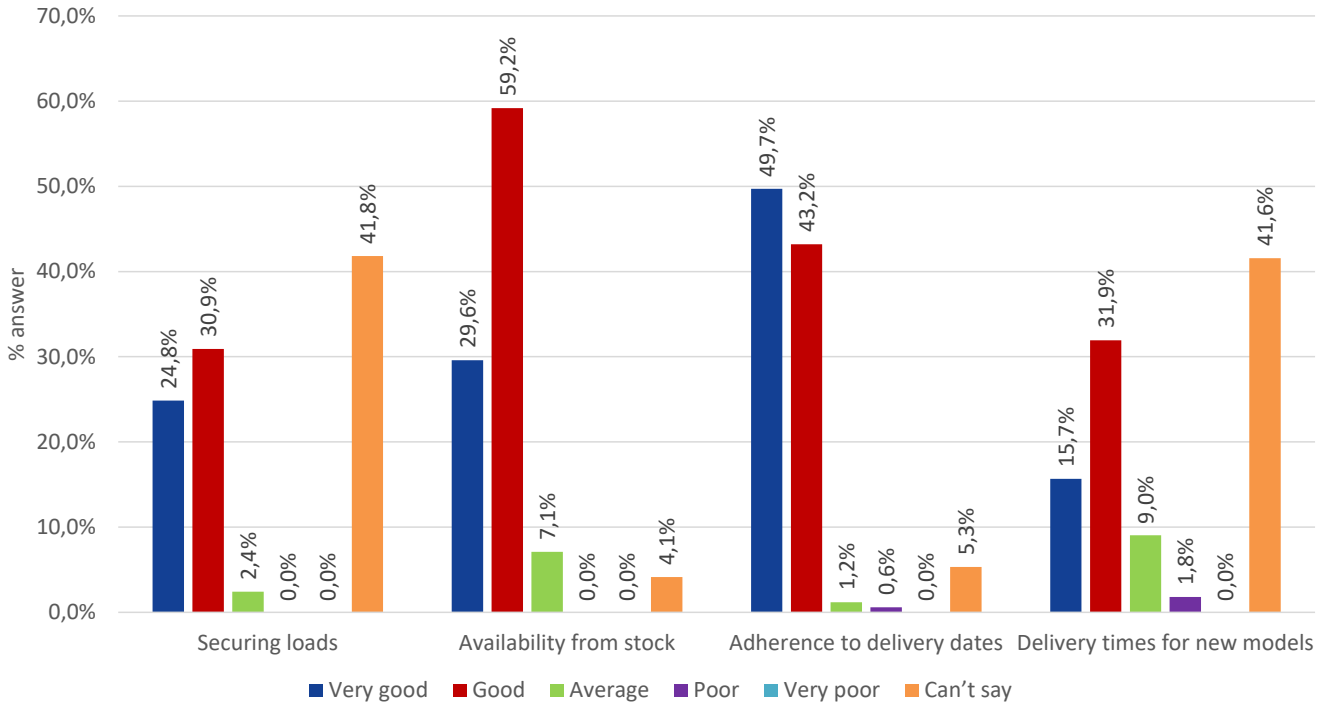
How do you rate our Engineering?



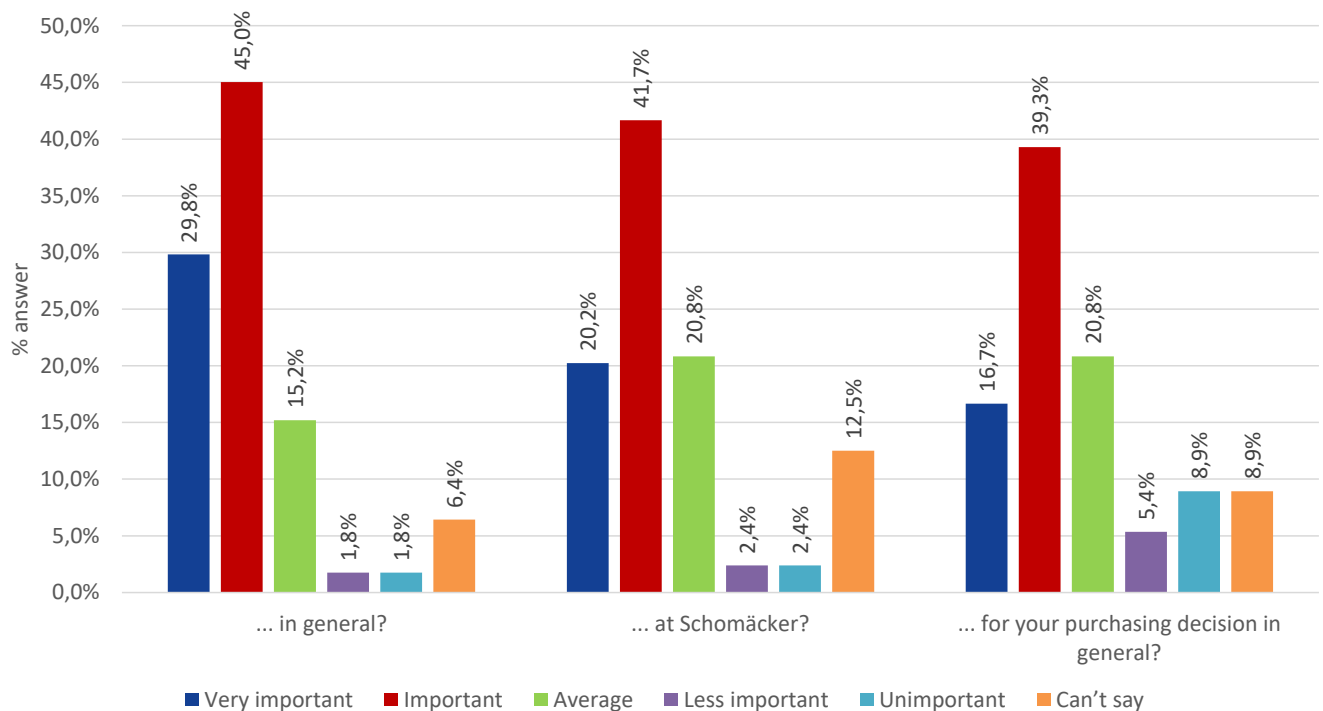
How do you rate our logistics and supply performance?



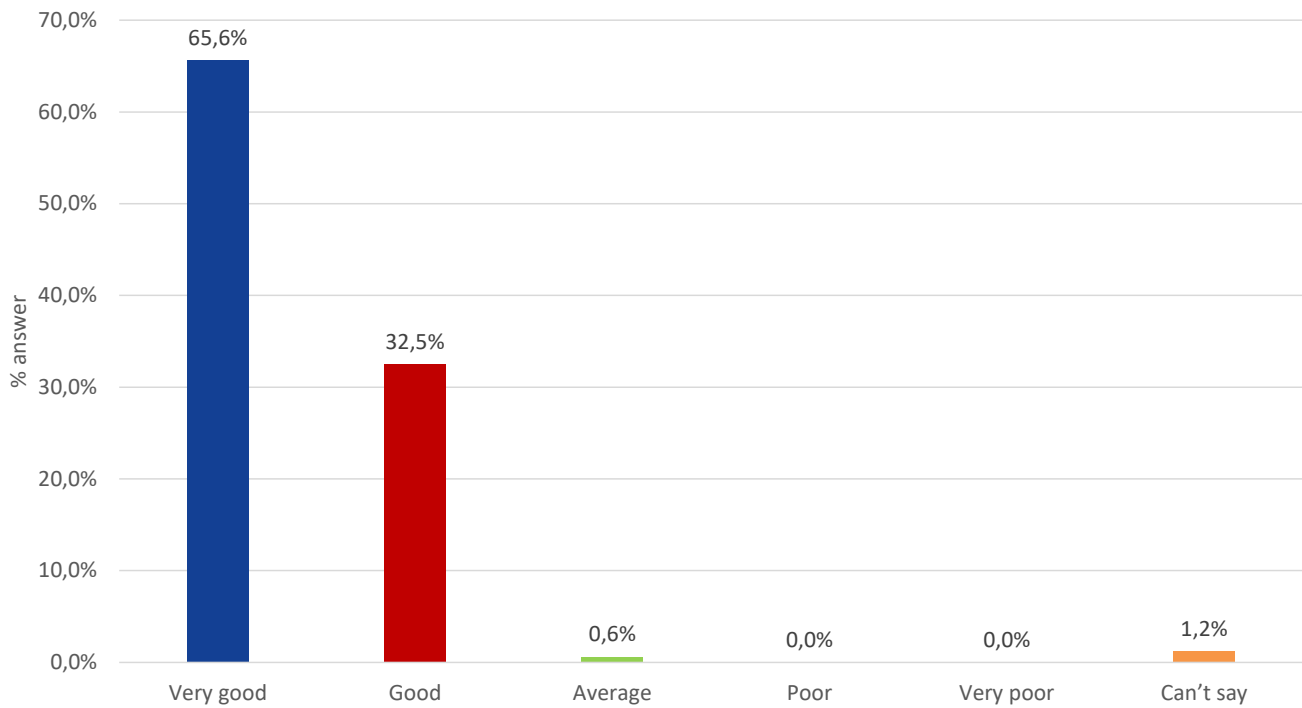
How do you rate our logistics and supply performance?



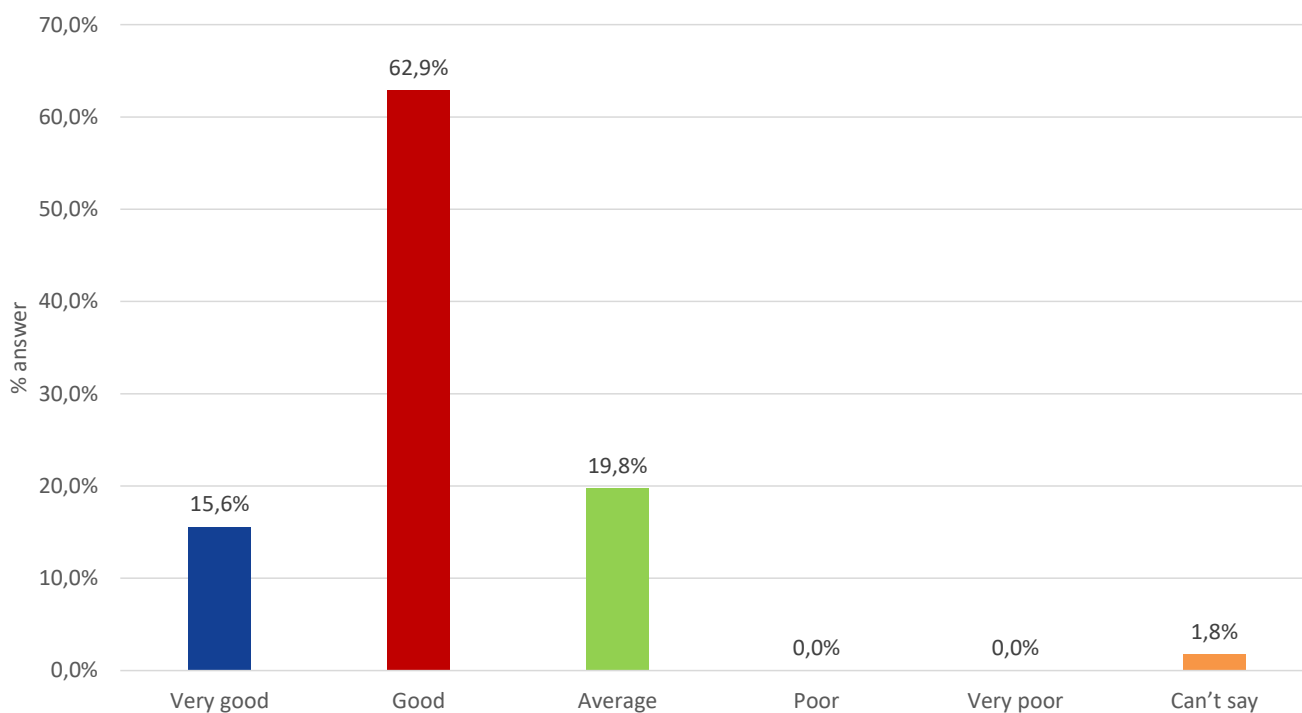
How important is sustainability to you ...



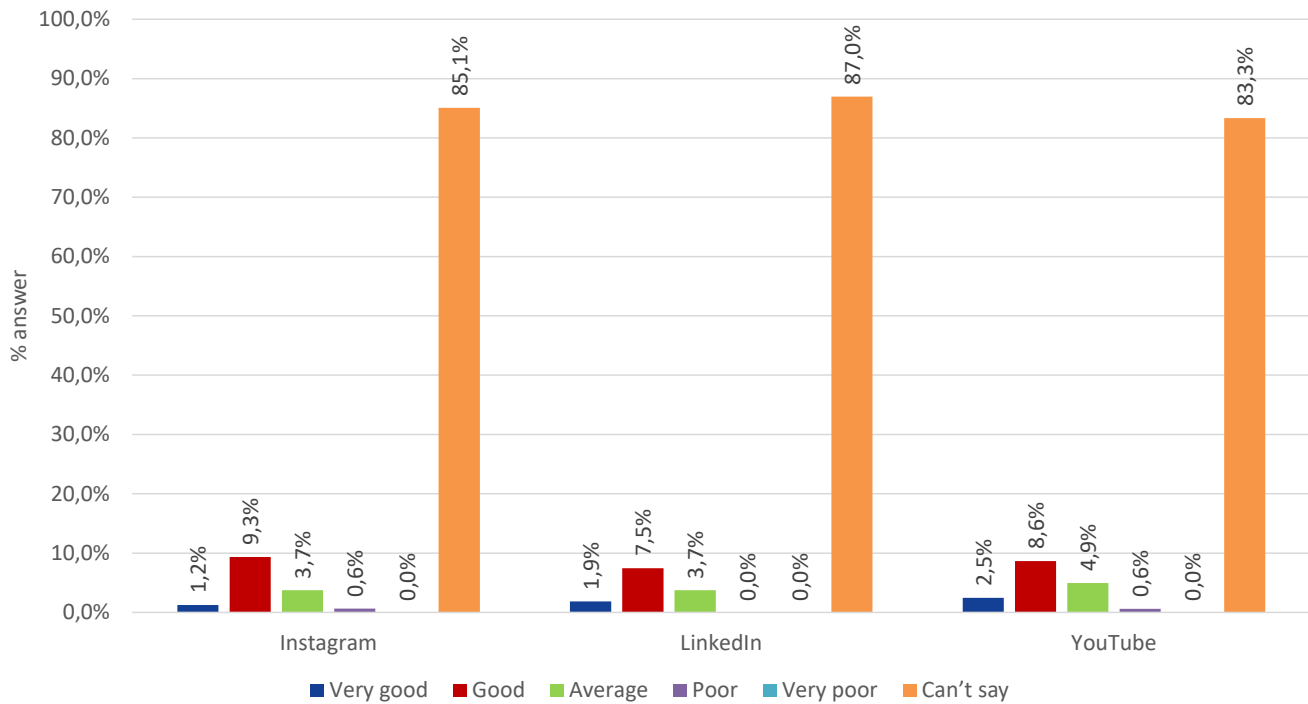
How do you rate the quality of our products?



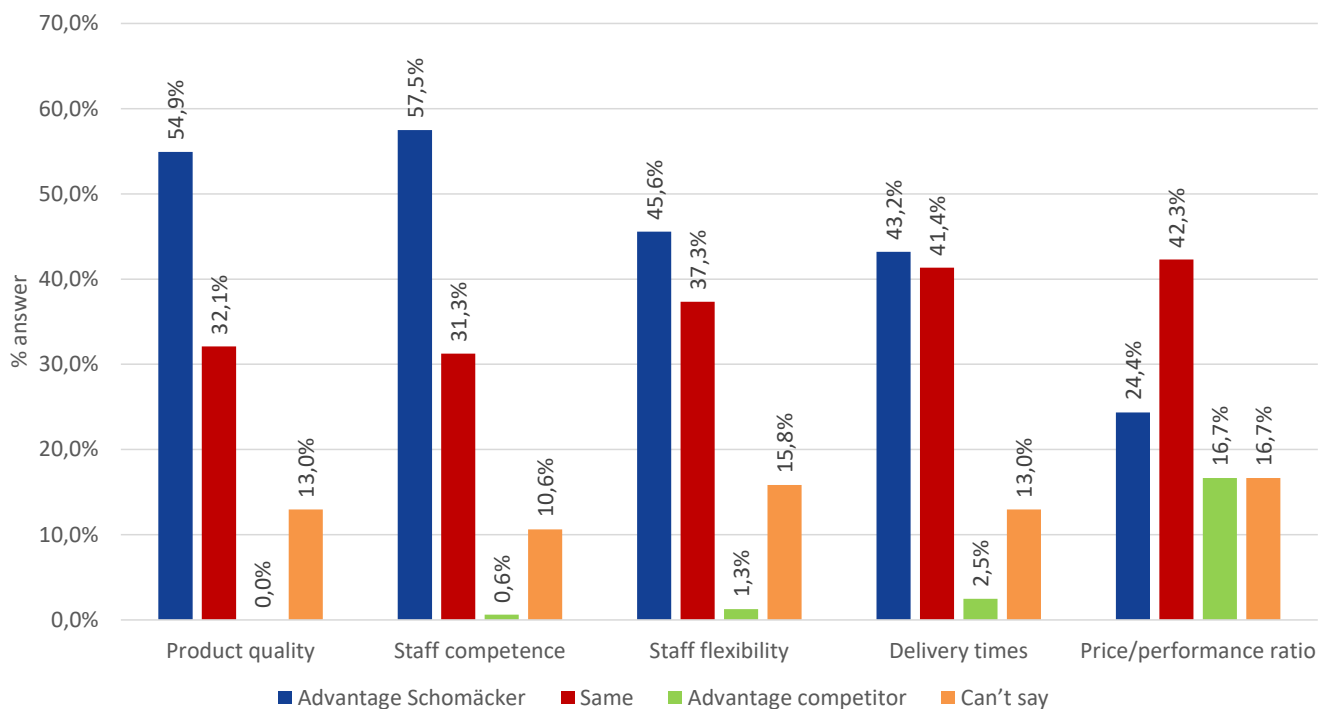
How do you rate our price/performance ratio?



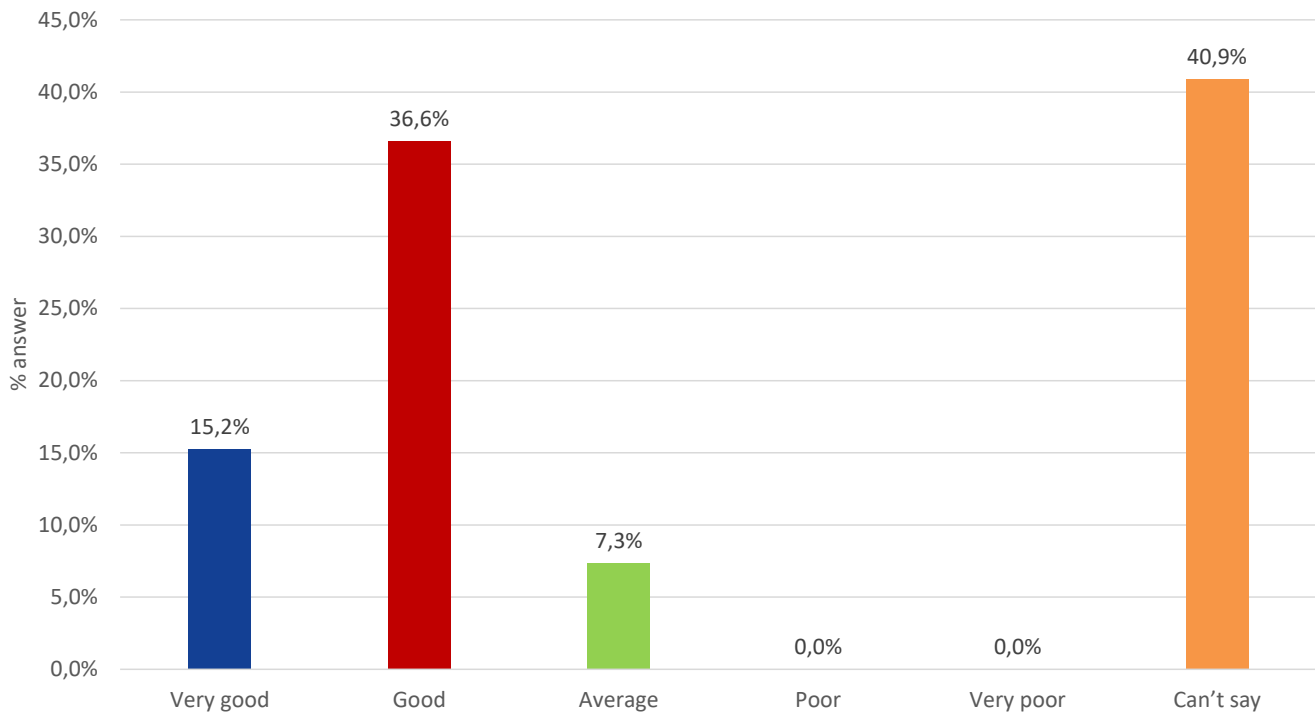
How do you rate our social media accounts?



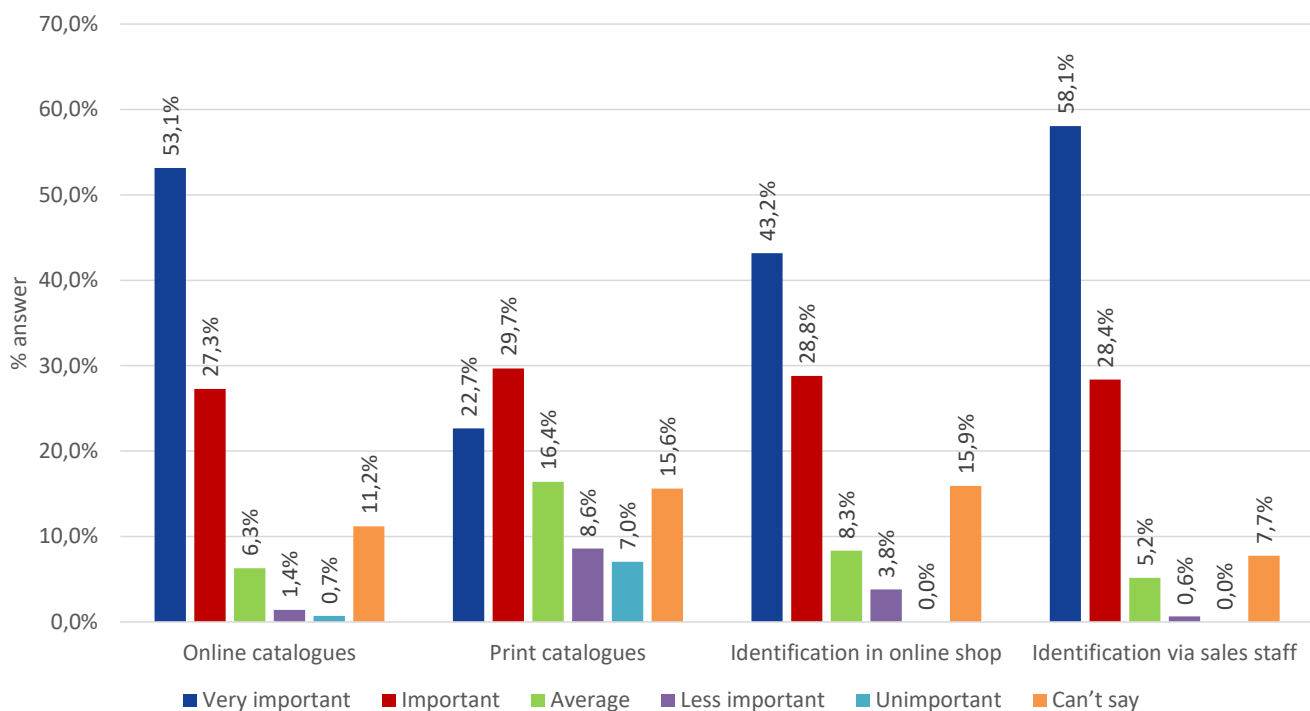
What do you think does Schomäcker do better than others?



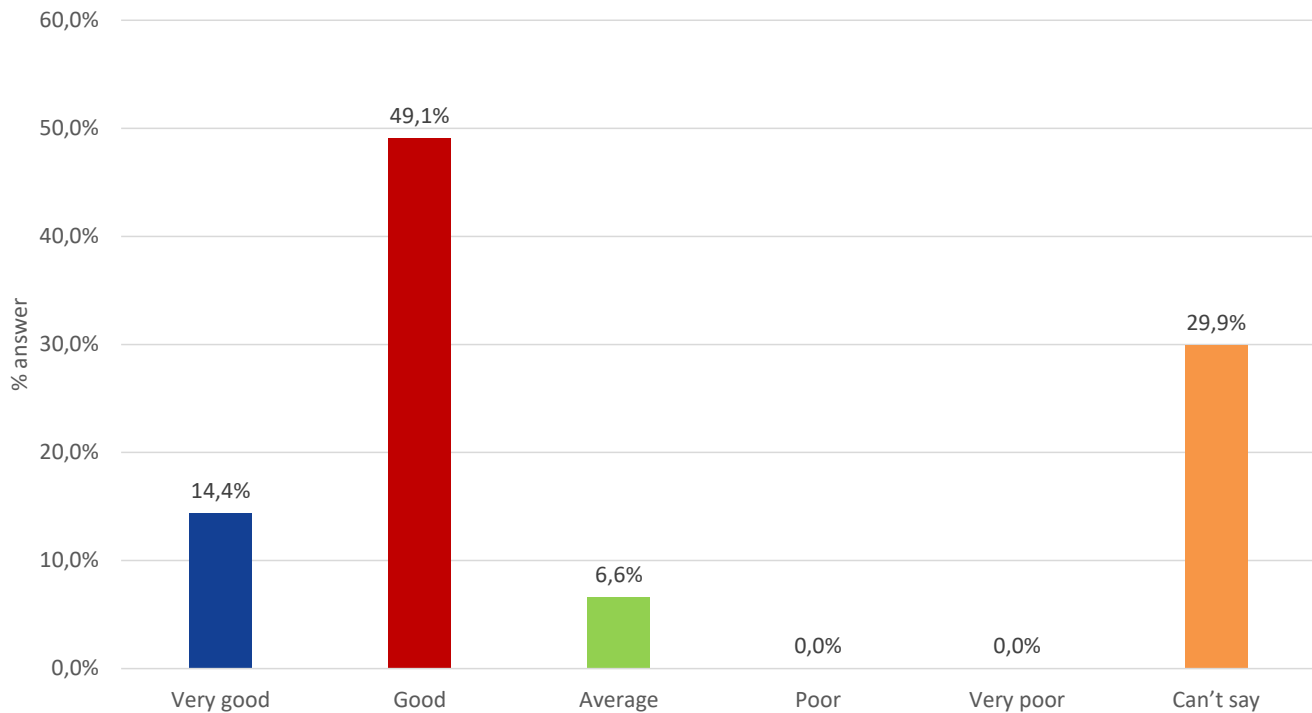
How do you rate our online shop?



Please rate how you identify and check on technical information?



How do you rate our product catalogues?



Thank you for participating in our survey,
only on this basis is a validated result possible.

We look forward to being in contact with you.

If you have any further questions, please do not hesitate to
contact us: sales@schomaecker.de