## Appendix 3 – Monitoring of Customer Satisfaction

(Marrie)	Normal ratio					
	Date	Date	Date	Date	Date	Date
Total average score:						
Discount of some day is noticed						
Total score						

Commented [AS91001]: If organization uses electronic databases, then this Appendix is not needed, and data listed here can be stored in database.

**Commented [AS91002]:** Copy the aspects from Appendix 1 – Customer Satisfaction Questionnaire.

**Commented [9A3]:** Date of analysing customer satisfaction.

Commented [AS91004]: For example: If organization stated in

[job title] [name]

[signature]

Appendix 3 – Monitoring of Customer Satisfaction

ver. [version] from [date]

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