

***Din mening tæller!***



Kære kunde

Som håndværkets partner måler vi kvaliteten af vores arbejde på din succes. Af denne grund arbejder vi på at optimere vores ydelser og tilpasse dem til dine behov.

Derfor har vi brug for din feedback, og vil gerne bede dig om at bruge et par minutter på at udfylde spørgeskemaet. På denne måde kan vi bedre indstille os på dine behov og skabe et godt samarbejde.

Spørgeskemaet kan selvfølgelig udfyldes anonymt. På den anden side vil vi gerne have muligheden for at vende tilbage til dig, for at overvinde eventuelle uoverensstemmelser. Dine data bruges udelukkende til markedsforskning af EWS GmbH & Co. KG og datterselskaberne. Informationerne videregives ikke til udenforstående.

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Firma







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Kontaktperson







***Tak for din hjælp!***

**EWS' produktportefølje**

**1. Hvor vigtig er følgende kriterier ved en photovoltaik-distributør?**

|  |  |  |  |  |  |  |
|--|---|---|---|---|---|---|
| Produkternes kvalitet  | ●   | ●   | ●   | ●   | ●   | ●   |
| Pris   | ●   | ●   | ●   | ●   | ●   | ●   |
| Garantiydelser   | ●   | ●   | ●   | ●   | ●   | ●   |
| Montagevenlighed   | ●   | ●   | ●   | ●   | ●   | ●   |
| Forhold mellem pris og ydelse  | ●   | ●   | ●   | ●   | ●   | ●   |
| Tekniske dokumenter  | ●   | ●   | ●   | ●   | ●   | ●   |
| Forsendelse af udstillingsmateriale  | ●   | ●   | ●   | ●   | ●   | ●   |
| Formidling af slutkunde-henvendelser   | ●   | ●   | ●   | ●   | ●   | ●   |
| Forsendelse af datablade   | ●   | ●   | ●   | ●   | ●   | ●   |
| Brochurer og andre salgssunderstøttende dokumenter ift. information til slutkunden | ●   | ●   | ●   | ●   | ●   | ●   |
| Medarbejdernes kompetence  | ●   | ●   | ●   | ●   | ●   | ●   |
| Disponibilitet af varerne  | ●   | ●   | ●   | ●   | ●   | ●   |
| Overholdelse af leveringsfrister   | ●   | ●   | ●   | ●   | ●   | ●   |
| Disposition af medarbejderne   | ●   | ●   | ●   | ●   | ●   | ●   |
| Antal besøg af salgskonsulenten  | ●   | ●   | ●   | ●   | ●   | ●   |
| Betalingskonditioner   | ●   | ●   | ●   | ●   | ●   | ●   |
| Information gennem regelmæssige nyhedsbreve  | ●   | ●   | ●   | ●   | ●   | ●   |
| Photovoltaik-projekteringsafdeling   | ●   | ●   | ●   | ●   | ●   | ●   |
| Teknisk service  | ●   | ●   | ●   | ●   | ●   | ●   |
| Download-portal  | ●   | ●   | ●   | ●   | ●   | ●   |
| Online-shop  | ●   | ●   | ●   | ●   | ●   | ●   |
| Bonusprogram   | ●   | ●   | ●   | ●   | ●   | ●   |
| Software til projektering og tilbud  | ●   | ●   | ●   | ●   | ●   | ●   |




**2. Hvordan vurderer du EWS GmbH & Co. KG's ydelser?**

|  |  |  |  |  |  |  |
|--|---|---|---|---|---|---|
| Produkternes kvalitet  | ●   | ●   | ●   | ●   | ●   | ●   |
| Pris   | ●   | ●   | ●   | ●   | ●   | ●   |
| Garantiydelser   | ●   | ●   | ●   | ●   | ●   | ●   |
| Montagevenlighed   | ●   | ●   | ●   | ●   | ●   | ●   |
| Forhold mellem pris og ydelse  | ●   | ●   | ●   | ●   | ●   | ●   |
| Tekniske dokumenter  | ●   | ●   | ●   | ●   | ●   | ●   |
| Forsendelse af udstillingsmateriale  | ●   | ●   | ●   | ●   | ●   | ●   |
| Formidling af slutkunde-henvendelser   | ●   | ●   | ●   | ●   | ●   | ●   |
| Forsendelse af datablade   | ●   | ●   | ●   | ●   | ●   | ●   |
| Brochurer og andre salgssunderstøttende dokumenter ift. information til slutkunden | ●   | ●   | ●   | ●   | ●   | ●   |
| Medarbejdernes kompetence  | ●   | ●   | ●   | ●   | ●   | ●   |
| Disponibilitet af varerne  | ●   | ●   | ●   | ●   | ●   | ●   |
| Overholdelse af leveringsfrister   | ●   | ●   | ●   | ●   | ●   | ●   |
| Disposition af medarbejderne   | ●   | ●   | ●   | ●   | ●   | ●   |
| Antal besøg af salgskonsulenten  | ●   | ●   | ●   | ●   | ●   | ●   |
| Betalingskonditioner   | ●   | ●   | ●   | ●   | ●   | ●   |
| Information gennem regelmæssige nyhedsbreve  | ●   | ●   | ●   | ●   | ●   | ●   |
| Photovoltaik-projekteringsafdeling   | ●   | ●   | ●   | ●   | ●   | ●   |
| Teknisk service  | ●   | ●   | ●   | ●   | ●   | ●   |
| Download-portal  | ●   | ●   | ●   | ●   | ●   | ●   |
| Forecast bonusordning  | ●   | ●   | ●   | ●   | ●   | ●   |
| pv.pro projekteringssoftware   | ●   | ●   | ●   | ●   | ●   | ●   |

**EWS' produktportefølje**

**3. Hvor tilfreds er du med kvaliteten og ydelserne af vores tilbud på solcellemoduler?**




Sæt ikke kryds, hvis du ikke har erfaringer med produktet.




|                                |  |                       |                       |                       |                       |                       |  |                       |                       |                       |                       |                       |  |                       |                       |                       |                       |                       |
|--------------------------------|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
|                                | 😊   | 🙂                     | 😐                     | 😐                     | 😐                     | 😞                     | 😊  | 🙂                     | 😐                     | 😐                     | 😐                     | 😞                     | 😊   | 🙂                     | 😐                     | 😐                     | 😐                     | 😞                     |
| Produktets kvalitet            | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Pris                           | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Garantiydelser                 | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Montagevenlighed               | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Forhold mellem pris og ydelse  | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Tekniske dokumenter            | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Salgsunderstøttende dokumenter | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Rådighed                       | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

|                                |  |                       |                       |                       |                       |                       |
|--------------------------------|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
|                                | 😊   | 🙂                     | 😐                     | 😐                     | 😐                     | 😞                     |
| Produktets kvalitet            | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Pris                           | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Garantiydelser                 | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Montagevenlighed               | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Forhold mellem pris og ydelse  | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Tekniske dokumenter            | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Salgsunderstøttende dokumenter | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Rådighed                       | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**4. Hvor tilfreds er du med kvaliteten og ydelserne af vores invertertilbud?**

Sæt ikke kryds, hvis du ikke har erfaringer med produktet.

|                                |  |                       |                       |                       |                       |                       |  |                       |                       |                       |                       |                       |  |                       |                       |                       |                       |                       |
|--------------------------------|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
|                                | 😊   | 🙂                     | 😐                     | 😐                     | 😐                     | 😞                     | 😊  | 🙂                     | 😐                     | 😐                     | 😐                     | 😞                     | 😊   | 🙂                     | 😐                     | 😐                     | 😐                     | 😞                     |
| Produktets kvalitet            | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Pris                           | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Garantiydelser                 | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Montagevenlighed               | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Forhold mellem pris og ydelse  | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Tekniske dokumenter            | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Salgsunderstøttende dokumenter | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Rådighed                       | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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|--------------------------------|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
|                                | 😊   | 🙂                     | 😐                     | 😐                     | 😐                     | 😞                     | 😊  | 🙂                     | 😐                     | 😐                     | 😐                     | 😞                     | 😊   | 🙂                     | 😐                     | 😐                     | 😐                     | 😞                     |
| Produktets kvalitet            | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Pris                           | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Garantiydelser                 | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Montagevenlighed               | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Forhold mellem pris og ydelse  | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Tekniske dokumenter            | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Salgsunderstøttende dokumenter | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Rådighed                       | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**4. Hvor tilfreds er du med kvaliteten og ydelserne af vores tilbud på komponenter?**

Sæt ikke kryds, hvis du ikke har erfaringer med produktet.

|                                | ALTEC<br>SOLARTECHNIK |   |   |   |   |   | Solar-Log™<br>by Solar Data Systems GmbH |   |   |   |   |   |
|--------------------------------|-----------------------|---|---|---|---|---|--|---|---|---|---|---|
|                                | 😊                     | 🙂 | 😐 | 😞 | 😡 | 😤 | 😊  | 🙂 | 😐 | 😞 | 😡 | 😤 |
| Produktets kvalitet            | ●                     | ● | ● | ● | ● | ● | ●  | ● | ● | ● | ● | ● |
| Pris                           | ●                     | ● | ● | ● | ● | ● | ●  | ● | ● | ● | ● | ● |
| Garantiydelser                 | ●                     | ● | ● | ● | ● | ● | ●  | ● | ● | ● | ● | ● |
| Montagevenlighed               | ●                     | ● | ● | ● | ● | ● | ●  | ● | ● | ● | ● | ● |
| Forhold mellem pris og ydelse  | ●                     | ● | ● | ● | ● | ● | ●  | ● | ● | ● | ● | ● |
| Tekniske dokumenter            | ●                     | ● | ● | ● | ● | ● | ●  | ● | ● | ● | ● | ● |
| Salgsunderstøttende dokumenter | ●                     | ● | ● | ● | ● | ● | ●  | ● | ● | ● | ● | ● |
| Rådighed                       | ●                     | ● | ● | ● | ● | ● | ●  | ● | ● | ● | ● | ● |

**Logistik**

**5. Hvordan vurderer du indpakningens kvalitet og dens mærkning?**

- Meget god                     
  God                                     
  Mindre god                                     
  Dårlig

Har du forslag til forbedring?

**6. Hvor tilfreds er du med vores afviklingen af reklamationer?**

- Meget tilfreds                     
  Tilfreds                                     
  Mindre tilfreds                                     
  Ikke tilfreds  
 Jeg har aldrig haft en reklamation.

Hvis utilfreds, hvad kunne forbedres?

**Markedsudvikling 2015**

**7. Hvordan vurderer du din photovoltaik-kundestruktur for 2015?**

|                     |   |                          |   |
|---------------------|---|--------------------------|---|
| Private slutkunder  | % | Landmænd                 | % |
| Erhvervs slutkunder | % | Offentlige institutioner | % |
| Andre               | % |                          |   |

**8. Hvordan vurderer du *din personlige* photovoltaik-forretningsudvikling for 2015 sammenlignet med 2014? (Sæt venligst kryds)**

- Betydelig bedre                     
  Bedre                                     
  Det samme                                     
  Værre                                     
  Betydelig værre

**Andet**

9. Hvad kan vi fra EWS gøre, for at optimere vores samarbejde yderligere?

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10. Har du yderligere kommentarer eller forslag?

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***Tak for din hjælp! Dit EWS-team***