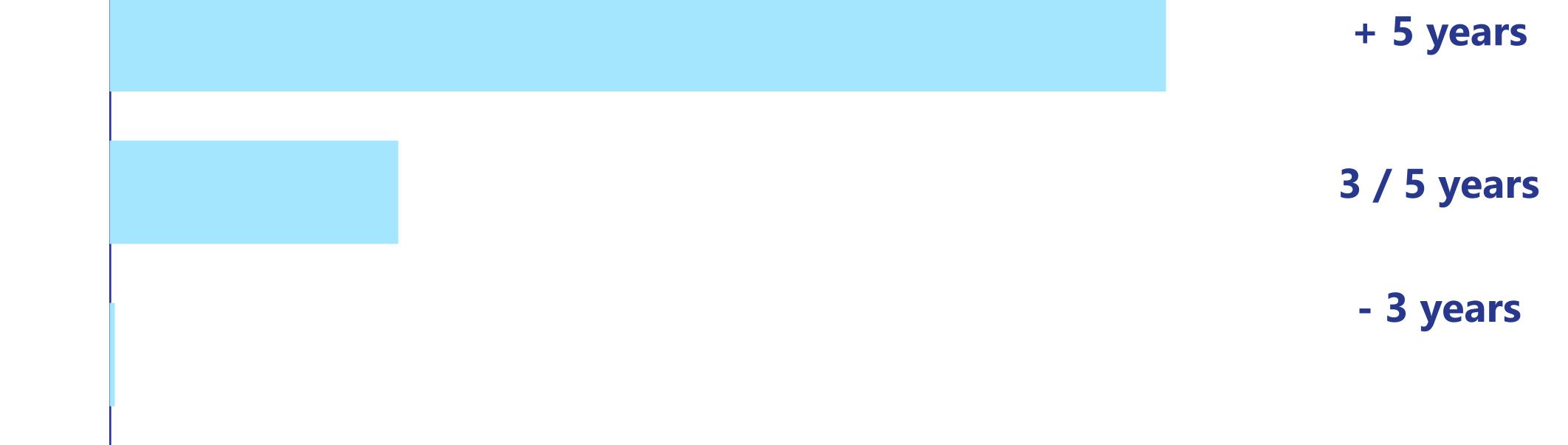
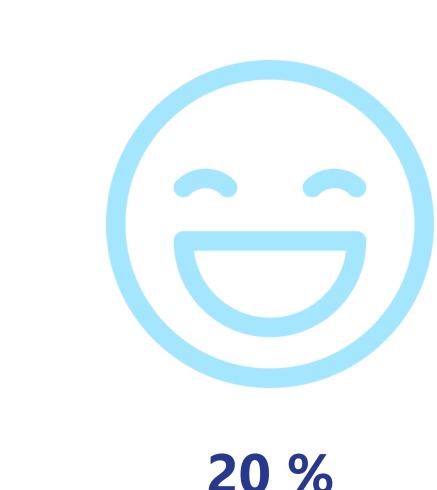


Customers satisfaction Speed Group France. (2016) **Europe** ATLANTIC

How long have you been purchasing trimmer lines and/or heads from Speed France?



Relating to lead times Speed France



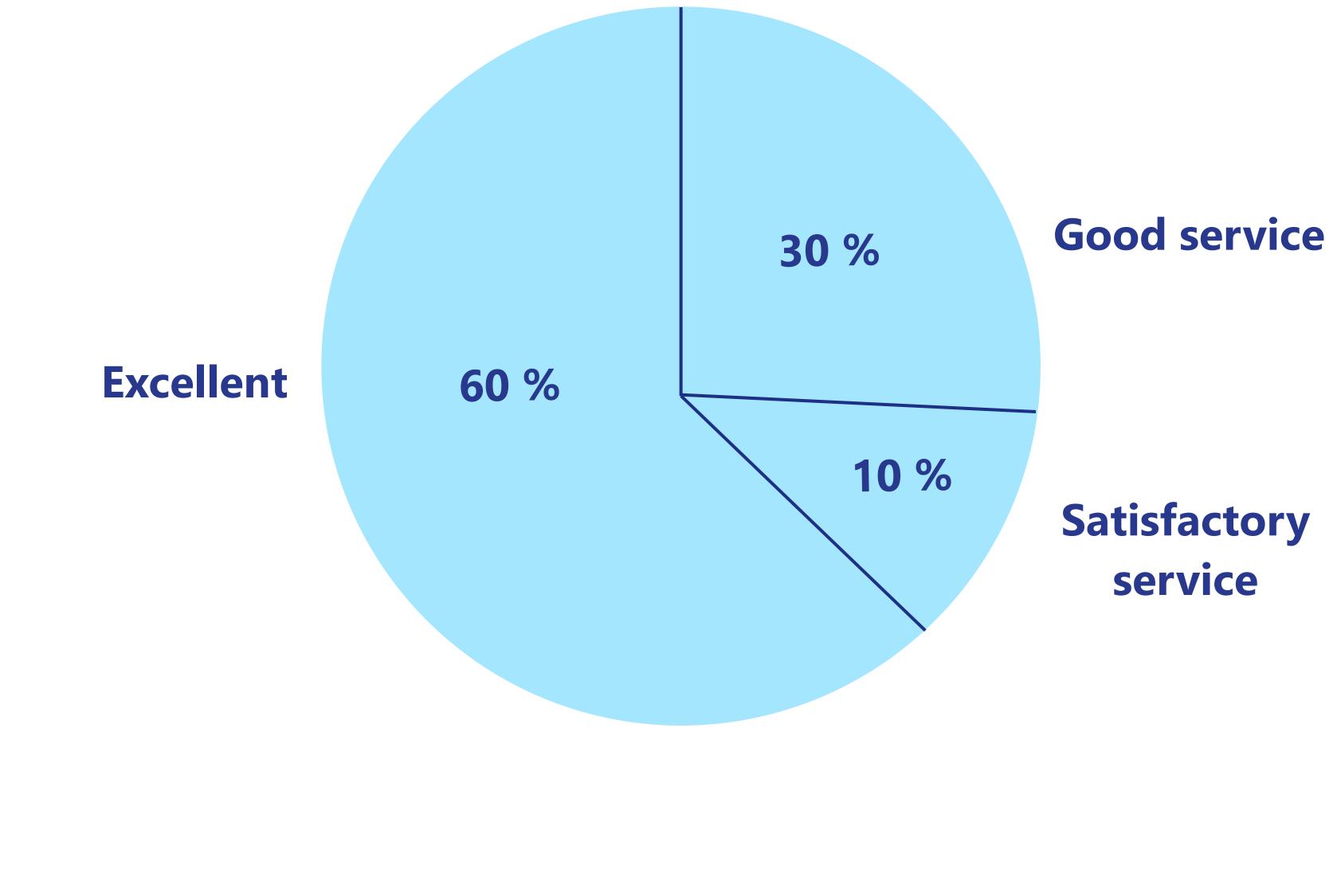
40 %







How do you rate our service of goods shipping, concerning documents and facility of import and/or delivery handling?



20 %

In case of a quality issue with our Speed France

products, were you satisfied of the solution?



40 %

Based on your knowledge, how would you compare

our trimmer lines to our competitors?



Unique **Good value**

Which of the following termes would you use to

describe our trimmer lines?

for money

Thinking of similar companies, how would you compare the service offered by our Company?

20 %

High Quality

About the same

Overprices

40 % Superior Don't know 20 % 20 % Far superior

Somewhat innovative

In terms of innovation for the product ranges,

would you say Speed France is?

The most innovative



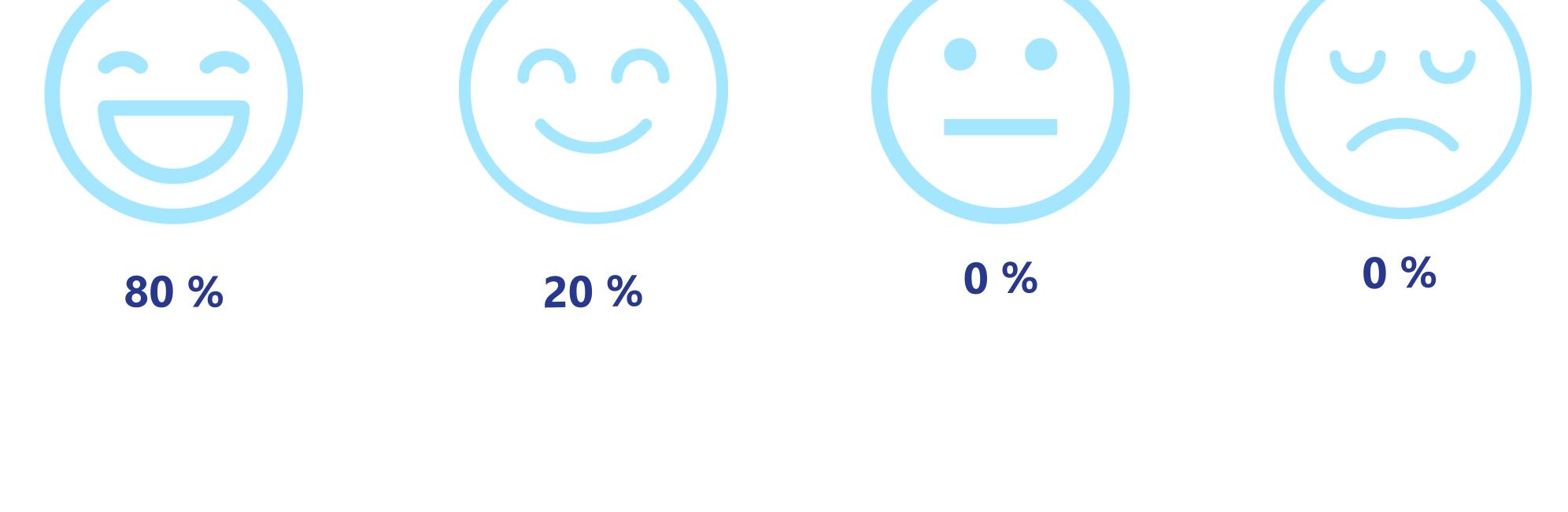
(lead times, documents, shipping handling...)

10

Overall, how satisfied are you with the

service and quality products?

within the industry to another Company?



The accuracy and clarity of invoices?

