|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Empresa / Company | | | | | | | | | | | | | | | | | | | | | | |
| 1 – 50 empleados | | | | | 1 – 50 employees | | | | | |  | | | | | | | | | | | |
| 51 – 100 empleados | | | | | 51 – 100 employees | | | | | |  | | | | | | | | | | | |
| Sector industrial / Industrial application | | | | | | | | | | | | | | | | | | | | | | |
| Siderurgia | | | | Steel Industry | | | | | | | |  | | | | | | | | | | |
| Proyecto hidroeléctricos | | | | Hydroelectric project | | | | | | | |  | | | | | | | | | | |
| Reciclaje | | | | Recycling | | | | | | | |  | | | | | | | | | | |
| Minería y cementera | | | | Mining and cement | | | | | | | |  | | | | | | | | | | |
| Offshore y marinas | | | | Offshore y marine | | | | | | | |  | | | | | | | | | | |
| Ingeniería civil | | | | Civil engineering | | | | | | | |  | | | | | | | | | | |
| Prensas hidráulicas | | | | Hydraulic presses | | | | | | | |  | | | | | | | | | | |
| Sistemas elevación de tanques | | | | Tank lifting system | | | | | | | |  | | | | | | | | | | |
| Líneas de corte | | | | Steel cutting lines | | | | | | | |  | | | | | | | | | | |
| Máquina herramienta | | | | Machine tool | | | | | | | |  | | | | | | | | | | |
| Energías renovables | | | | Renewable energy | | | | | | | |  | | | | | | | | | | |
| Otros … | | | | Otros … | | | | | | | |  | | | | | | | | | | |
| Cargo empresa / Position company | | | | | | | | | | | | | | | | | | | | | | |
| Compras / Compras técnicas | | | | | | Purchasing / Technical purchases | | | | |  | | | | | | | | | | | |
| Ingeniería / Oficina técnica | | | | | | Engineering / Technical office | | | | |  | | | | | | | | | | | |
| Calidad | | | | | | Quality | | | | |  | | | | | | | | | | | |
| Gestión de la producción | | | | | | Production management | | | | |  | | | | | | | | | | | |
| Dirección | | | | | | Management | | | | |  | | | | | | | | | | | |
| Ventas | | | | | | Sales | | | | |  | | | | | | | | | | | |
| Otros | | | | | | Other | | | | |  | | | | | | | | | | | |
|  | | | | | | | **Stern Hidráulica**  ***Más baja 1 y más alta 5*** | | | | | | | | **Mejor competidor**  ***Más baja 1 y más alta 5*** | | | | | | | |
| **1** | **2** | **3** | **4** | | | **5** | **n/s** | **1** | **2** | **3** | **4** | **5** | | **n/s** | |
| Evaluación general / General rating | | | | | | | | | | | | | | | | | | | | | | |
| Satisfacción general | | | General satisfaction | | | |  |  |  |  | | |  |  |  |  |  |  |  | |  | |
| Cooperación | | | Cooperation | | | |  |  |  |  | | |  |  |  |  |  |  |  | |  | |
| Productos y servicios / Products and services | | | | | | | | | | | | | | | | | | | | | | |
| Productos y servicios | | | Products and services | | | |  |  |  |  | | |  |  |  |  |  |  |  | |  | |
| Fiabilidad, seguridad funcionamiento, vida útil | | | Reliability, safety, performance, durability | | | |  |  |  |  | | |  |  |  |  |  |  |  | |  | |
| Ingeniería, oficina técnica | | | Engineering, technical office | | | |  |  |  |  | | |  |  |  |  |  |  |  | |  | |
| Manipulación de producto | | | Product handling | | | |  |  |  |  | | |  |  |  |  |  |  |  | |  | |
| Solucion necesidades específicas | | | Solutions tailored specific needs | | | |  |  |  |  | | |  |  |  |  |  |  |  | |  | |
| Sugerencias | | | Suggestions | | | |  | | | | | | | | | | | | | | | |
| Ventas asesoramiento / Sales advice | | | | | | | | | | | | | | | | | | | | | | |
| Ventas y asesoramiento en general | | | Sales and general advice | | | |  |  |  |  | | |  |  |  |  |  |  |  | |  | |
| Comprensión de las necesidades del cliente | | | Understanding customer needs | | | |  |  |  |  | | |  |  |  |  |  |  |  | |  | |
| Experiencia en aplicaciones | | | Application experience | | | |  |  |  |  | | |  |  |  |  |  |  |  | |  | |
| Experiencia en producto | | | Product experience | | | |  |  |  |  | | |  |  |  |  |  |  |  | |  | |
| Disponibilidad (mail, teléfono, …) | | | Availability (mail, telephone, ...) | | | |  |  |  |  | | |  |  |  |  |  |  |  | |  | |
| Fiabilidad, seriedad del departamento ventas | | | Reliability, seriousness of the sales department | | | |  |  |  |  | | |  |  |  |  |  |  |  | |  | |
| Precios y condiciones en general | | | Prices and conditions in general | | | |  |  |  |  | | |  |  |  |  |  |  |  | |  | |
| Sugerencias | | | Suggestions | | | |  | | | | | | | | | | | | | | | |
| Proceso de compra / Purchasing process | | | | | | | | | | | | | | | | | | | | | | |
| Calidad en la oferta | | | Quality supply | | | |  |  |  |  | | |  |  |  |  |  |  |  | |  | |
| Confirmación de pedido | | | Order confirmation | | | |  |  |  |  | | |  |  |  |  |  |  |  | |  | |
| Simplicidad del proceso de pedido | | | Simplicity of the ordering process | | | |  |  |  |  | | |  |  |  |  |  |  |  | |  | |
| Disponibilidad de producto y corrección en las entregas | | | Product availability and correction supplies | | | |  |  |  |  | | |  |  |  |  |  |  |  | |  | |
| Información en caso de previsión de retraso en la entrega | | | Notification of forecast late delivery | | | |  |  |  |  | | |  |  |  |  |  |  |  | |  | |
| Solución adecuada como resultado de una queja o reclamación | | | Right solution as a result of a complaint or claim | | | |  |  |  |  | | |  |  |  |  |  |  |  | |  | |
| Sugerencias | | | Suggestions | | | |  | | | | | | | | | | | | | | | |
| Servicio / Service | | | | | | | | | | | | | | | | | | | | | | |
| Servicio en general | | | General service | | | |  |  |  |  | | |  |  |  |  |  |  |  | |  | |
| Disponibilidad de servicio, soporte | | | Availability of service, support | | | |  |  |  |  | | |  |  |  |  |  |  |  | |  | |
| Conocimientos técnicos | | | Expertise | | | |  |  |  |  | | |  |  |  |  |  |  |  | |  | |
| Servicio post-venta | | | After sales service | | | |  |  |  |  | | |  |  |  |  |  |  |  | |  | |
| Sugerencias | | | Suggestions | | | |  | | | | | | | | | | | | | | | |
| Protección de datos / Data protection  ***Doy mi conformidad para que Stern Hidraulica guarde mis datos para mejorar los productos y recibir un mejor servicio***  ***I give my consent so that Stern Hidraulica keep my data to improve the products and receive better service*** | | | | | | | | | | | | | | | | | | | | |  | |
| Nombre | | Name |  | | | | | | | | | | | | | | | | | | | |
| Empresa | | Company |  | | | | | | | | | | | | | | | | | | | |
| E-mail | | E-mail |  | | | | | | | | | | | | | | | | | | | |