|  |
| --- |
| 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 |  |