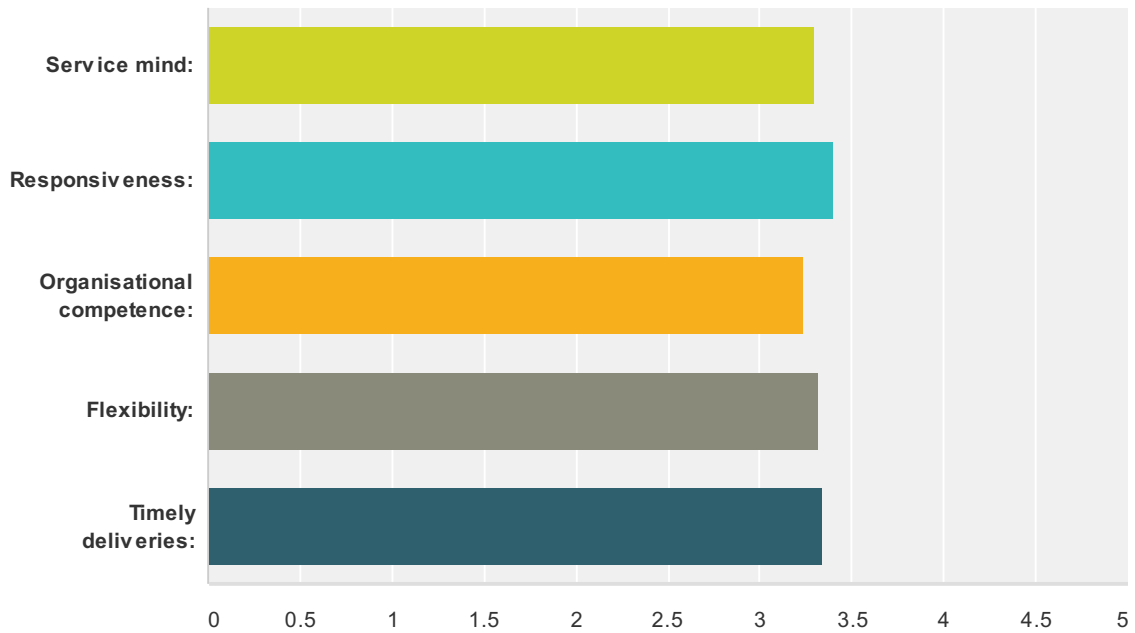


Q1 How would you rate your level of satisfaction with the general capabilities offered by Connexion?

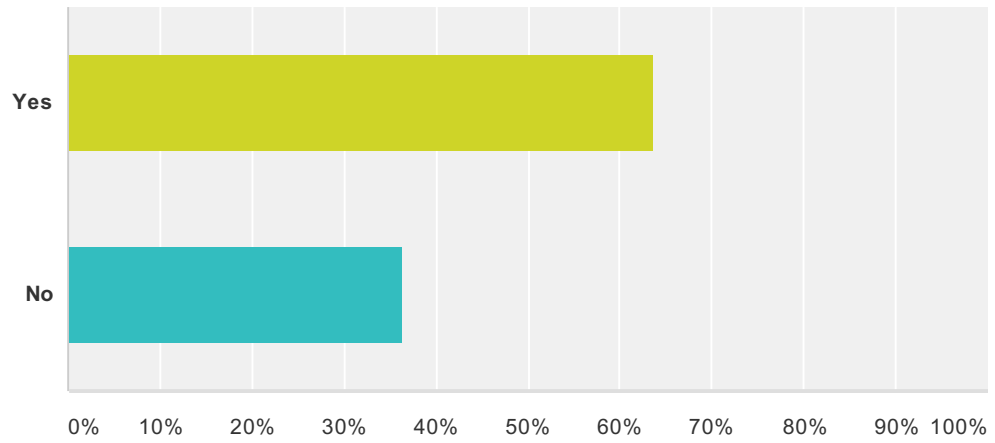
Answered: 68 Skipped: 0



	low	average	good	excellent	not relevant	Total	Average Rating
Service mind:	4.41% 3	8.82% 6	38.24% 26	47.06% 32	1.47% 1	68	3.30
Responsiveness:	4.41% 3	5.88% 4	33.82% 23	54.41% 37	1.47% 1	68	3.40
Organisational competence:	4.41% 3	7.35% 5	47.06% 32	39.71% 27	1.47% 1	68	3.24
Flexibility:	5.88% 4	2.94% 2	42.65% 29	45.59% 31	2.94% 2	68	3.32
Timely deliveries:	4.41% 3	7.35% 5	35.29% 24	48.53% 33	4.41% 3	68	3.34

Q2 Have you used Connexion's translation services?

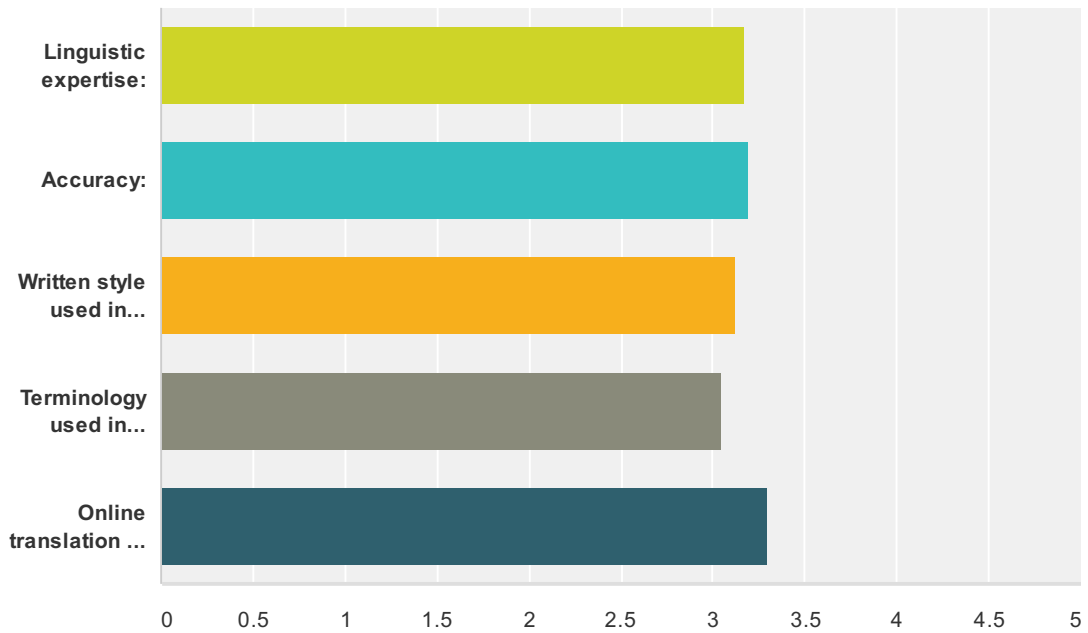
Answered: 66 Skipped: 2



Answer Choices	Responses	
Yes	63.64%	42
No	36.36%	24
Total		66

Q3 How would you then rate your level of satisfaction with Connexion’s translation services?

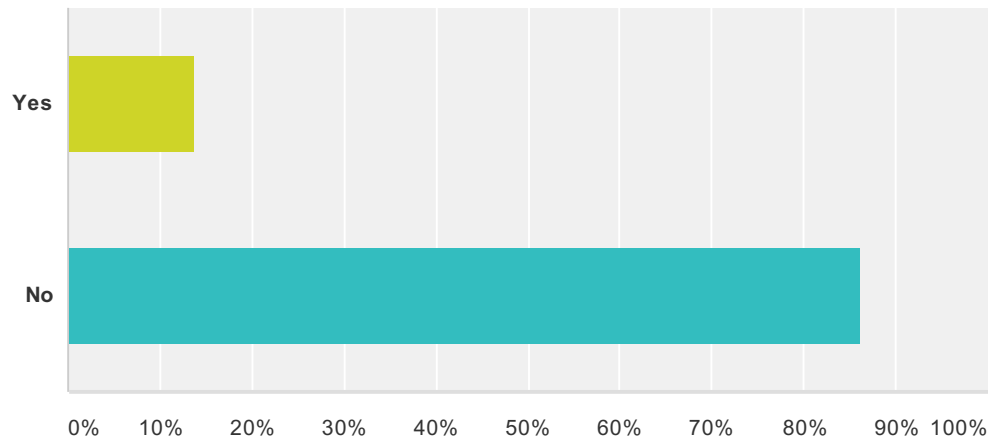
Answered: 42 Skipped: 26



	low	average	good	excellent	not relevant	Total	Average Rating
Linguistic expertise:	0.00% 0	16.67% 7	50.00% 21	33.33% 14	0.00% 0	42	3.17
Accuracy:	2.38% 1	16.67% 7	40.48% 17	40.48% 17	0.00% 0	42	3.19
Written style used in translations:	0.00% 0	21.43% 9	42.86% 18	33.33% 14	2.38% 1	42	3.12
Terminology used in translations:	0.00% 0	21.43% 9	52.38% 22	26.19% 11	0.00% 0	42	3.05
Online translation / proofreading portal:	0.00% 0	4.76% 2	28.57% 12	21.43% 9	45.24% 19	42	3.30

Q4 Have you used combined translation and layout services offered by Connexion for Indesign files?

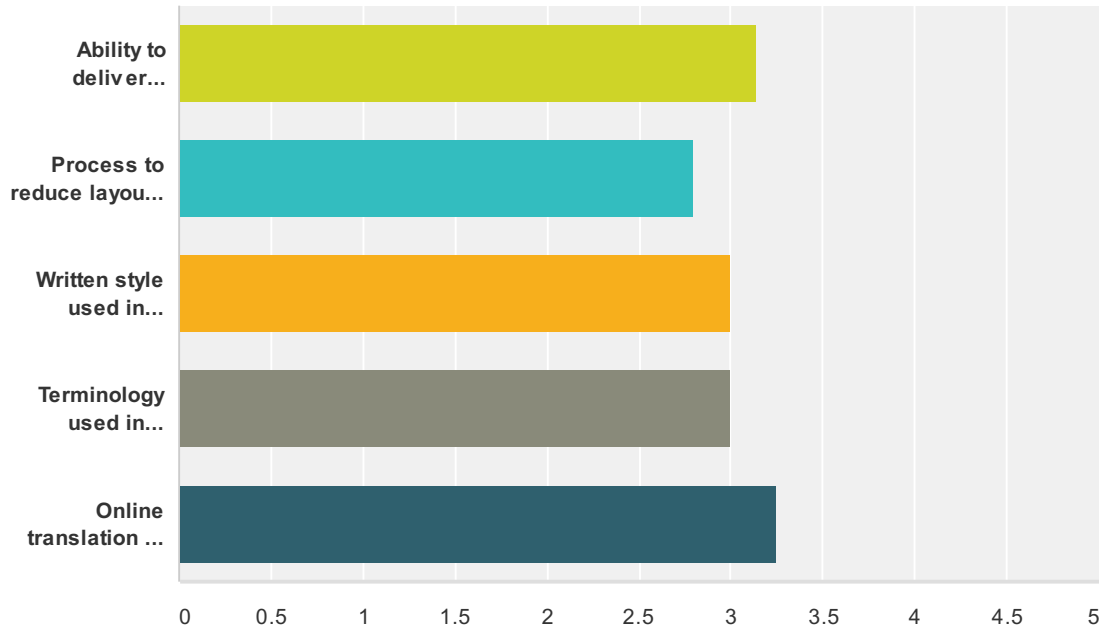
Answered: 65 Skipped: 3



Answer Choices	Responses	
Yes	13.85%	9
No	86.15%	56
Total		65

Q5 How would you then rate your level of satisfaction with Connexion’s combined translation and layout services for InDesign files?

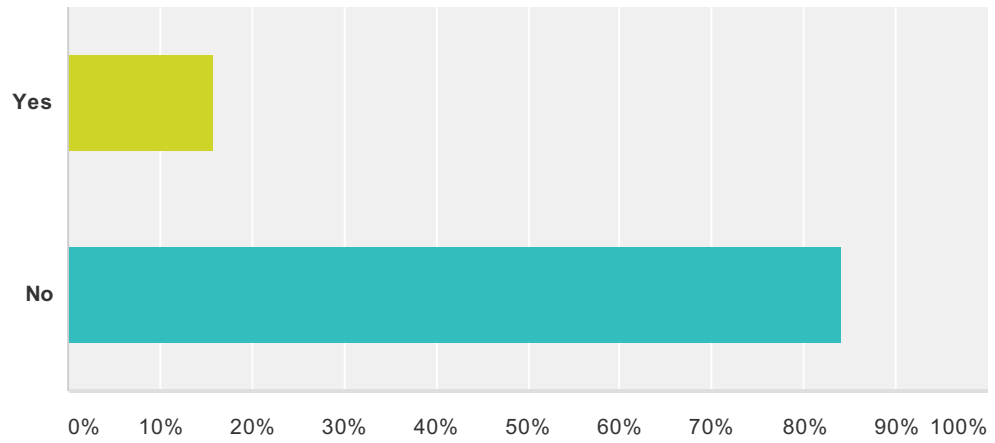
Answered: 7 Skipped: 61



	low	average	good	excellent	not relevant	Total	Average Rating
Ability to deliver ready-to-use translated designs:	0.00% 0	14.29% 1	57.14% 4	28.57% 2	0.00% 0	7	3.14
Process to reduce layout costs:	14.29% 1	0.00% 0	42.86% 3	14.29% 1	28.57% 2	7	2.80
Written style used in translations:	0.00% 0	28.57% 2	42.86% 3	28.57% 2	0.00% 0	7	3.00
Terminology used in translations:	0.00% 0	14.29% 1	71.43% 5	14.29% 1	0.00% 0	7	3.00
Online translation / proofreading system:	0.00% 0	0.00% 0	42.86% 3	14.29% 1	42.86% 3	7	3.25

Q6 Have you used copywriting services offered by Connexion?

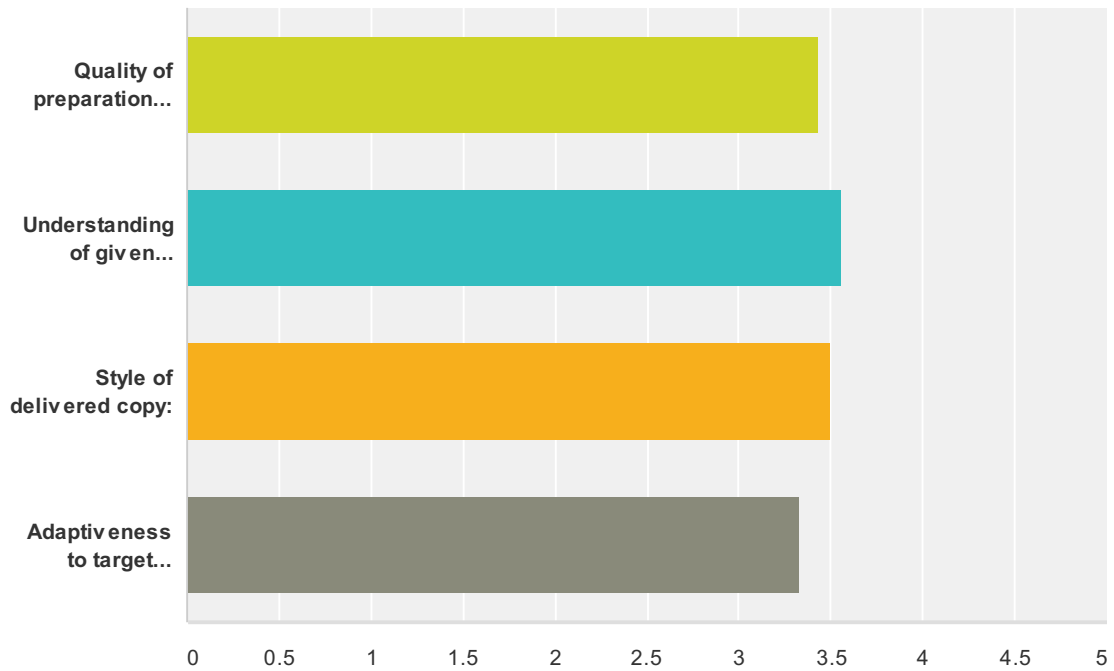
Answered: 63 Skipped: 5



Answer Choices	Responses	
Yes	15.87%	10
No	84.13%	53
Total		63

Q7 How would you then rate your level of satisfaction with Connexion’s copywriting services?

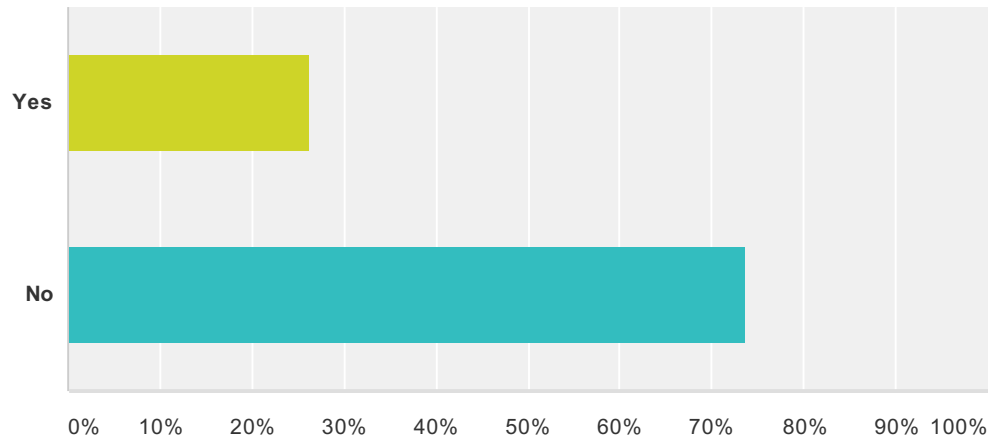
Answered: 10 Skipped: 58



	low	average	good	excellent	not relevant	Total	Average Rating
Quality of preparation work (research, interviews,...):	0.00% 0	0.00% 0	40.00% 4	30.00% 3	30.00% 3	10	3.43
Understanding of given guidelines and instructions:	0.00% 0	0.00% 0	40.00% 4	50.00% 5	10.00% 1	10	3.56
Style of delivered copy:	0.00% 0	20.00% 2	10.00% 1	70.00% 7	0.00% 0	10	3.50
Adaptiveness to target group:	0.00% 0	10.00% 1	40.00% 4	40.00% 4	10.00% 1	10	3.33

Q8 Have you used Connexion's graphical design services?

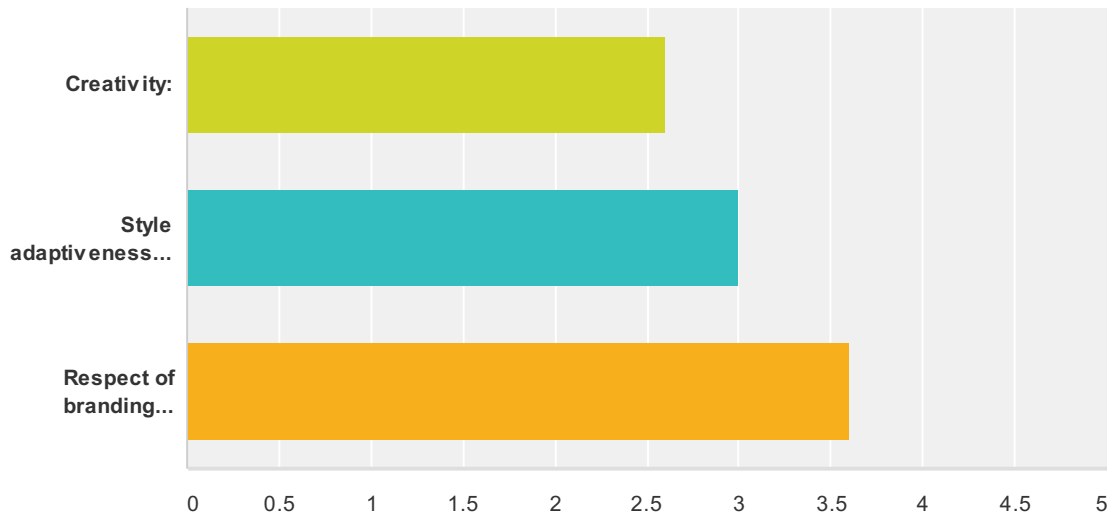
Answered: 61 Skipped: 7



Answer Choices	Responses	
Yes	26.23%	16
No	73.77%	45
Total		61

Q9 How would you then rate your level of satisfaction with Connexion's graphical design services?

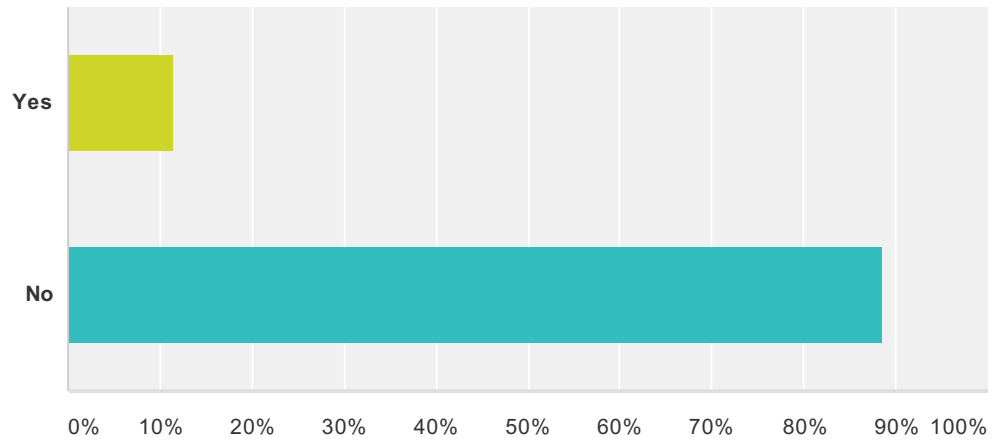
Answered: 16 Skipped: 52



	low	average	good	excellent	not relevant	Total	Average Rating
Creativity:	12.50% 2	18.75% 3	56.25% 9	6.25% 1	6.25% 1	16	2.60
Style adaptiveness to target group:	0.00% 0	18.75% 3	56.25% 9	18.75% 3	6.25% 1	16	3.00
Respect of branding guidelines:	0.00% 0	0.00% 0	37.50% 6	56.25% 9	6.25% 1	16	3.60

Q10 Have you used prepress and printing services offered by Connexion?

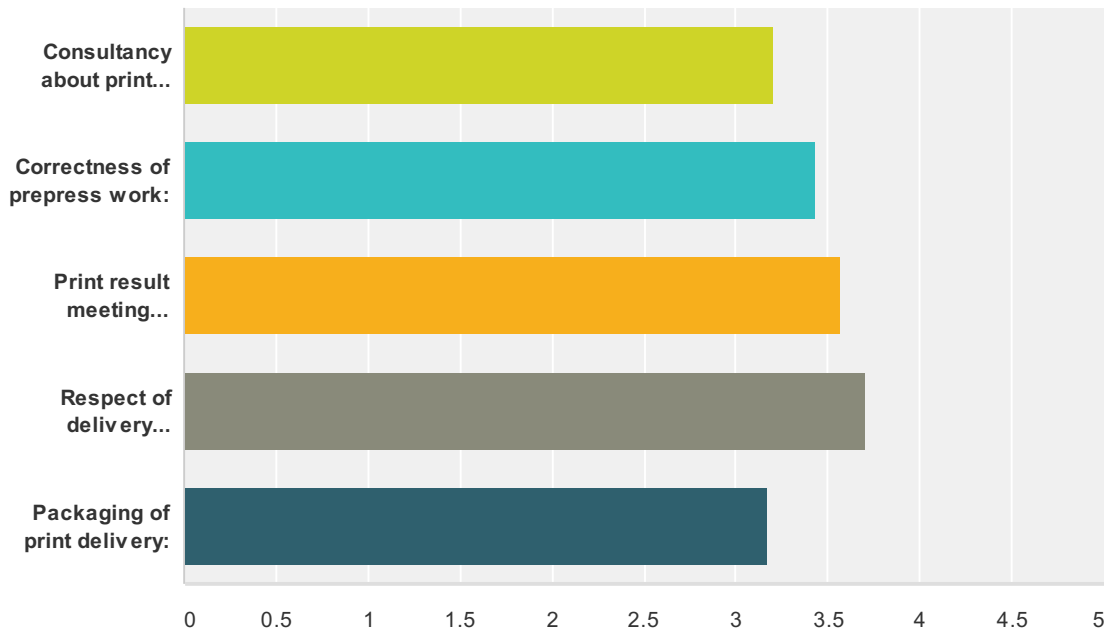
Answered: 61 Skipped: 7



Answer Choices	Responses	
Yes	11.48%	7
No	88.52%	54
Total		61

Q11 How would you then rate your level of satisfaction with Connexion's prepress and printing services?

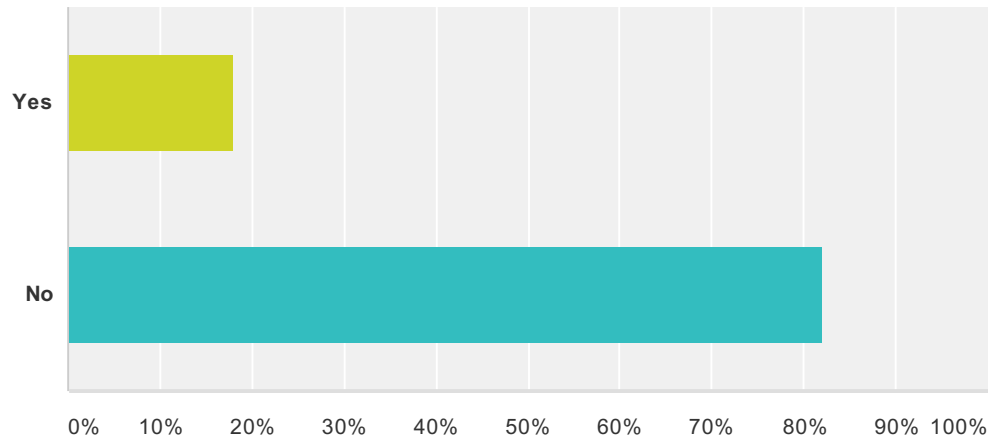
Answered: 7 Skipped: 61



	low	average	good	excellent	not relevant	Total	Average Rating
Consultancy about print format and paper choice:	0.00% 0	0.00% 0	57.14% 4	14.29% 1	28.57% 2	7	3.20
Correctness of prepress work:	0.00% 0	0.00% 0	57.14% 4	42.86% 3	0.00% 0	7	3.43
Print result meeting expectations:	0.00% 0	0.00% 0	42.86% 3	57.14% 4	0.00% 0	7	3.57
Respect of delivery deadline:	0.00% 0	0.00% 0	28.57% 2	71.43% 5	0.00% 0	7	3.71
Packaging of print delivery:	0.00% 0	0.00% 0	71.43% 5	14.29% 1	14.29% 1	7	3.17

Q12 Have you used e-mail marketing services offered by Connexion?

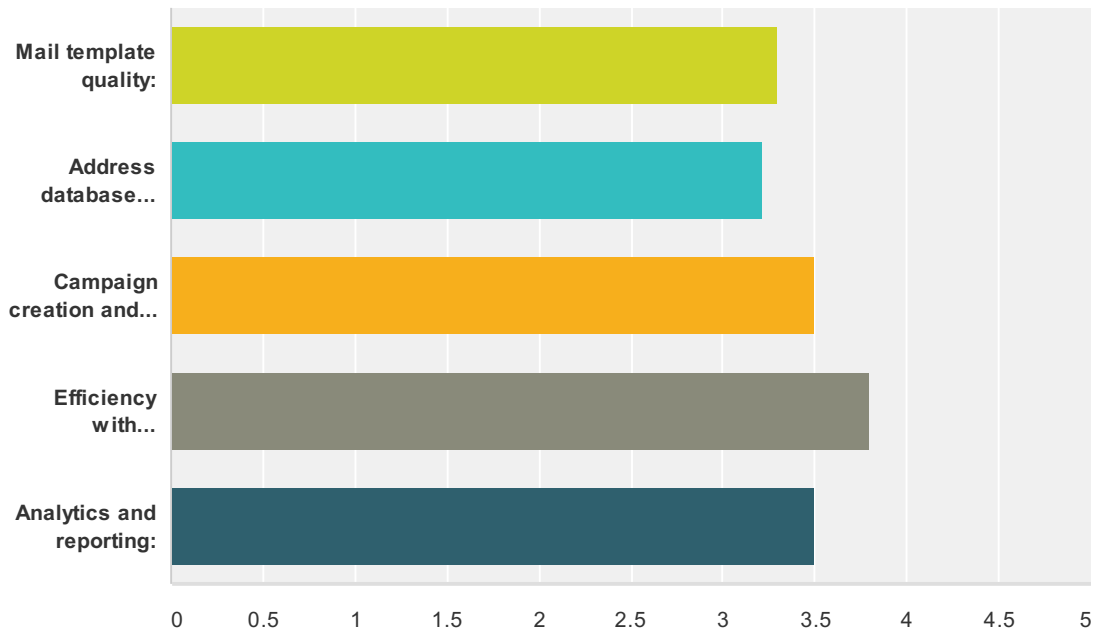
Answered: 61 Skipped: 7



Answer Choices	Responses	
Yes	18.03%	11
No	81.97%	50
Total		61

Q13 How would you then rate your level of satisfaction with Connexion's email marketing services?

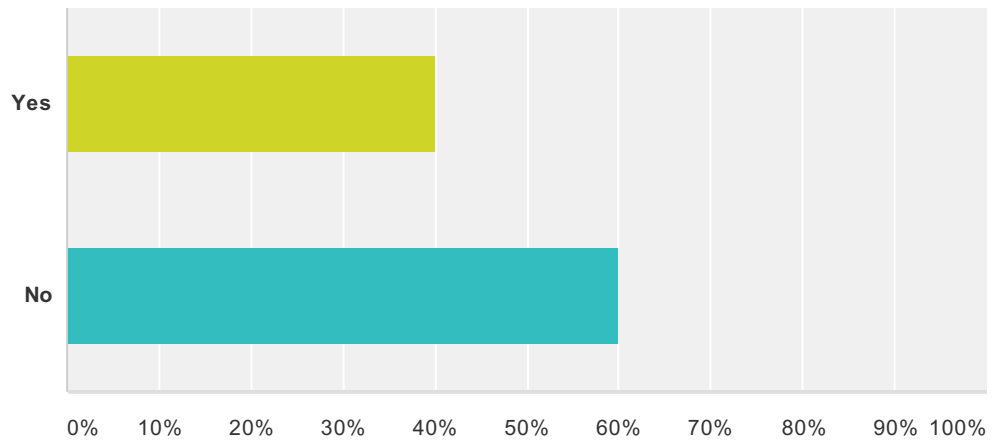
Answered: 10 Skipped: 58



	low	average	good	excellent	not relevant	Total	Average Rating
Mail template quality:	0.00% 0	0.00% 0	70.00% 7	30.00% 3	0.00% 0	10	3.30
Address database management:	0.00% 0	10.00% 1	50.00% 5	30.00% 3	10.00% 1	10	3.22
Campaign creation and management:	0.00% 0	0.00% 0	40.00% 4	40.00% 4	20.00% 2	10	3.50
Efficiency with multilingual content:	0.00% 0	0.00% 0	10.00% 1	40.00% 4	50.00% 5	10	3.80
Analytics and reporting:	0.00% 0	10.00% 1	10.00% 1	40.00% 4	40.00% 4	10	3.50

Q14 Have you used web site creation and maintenance services offered by Connexion?

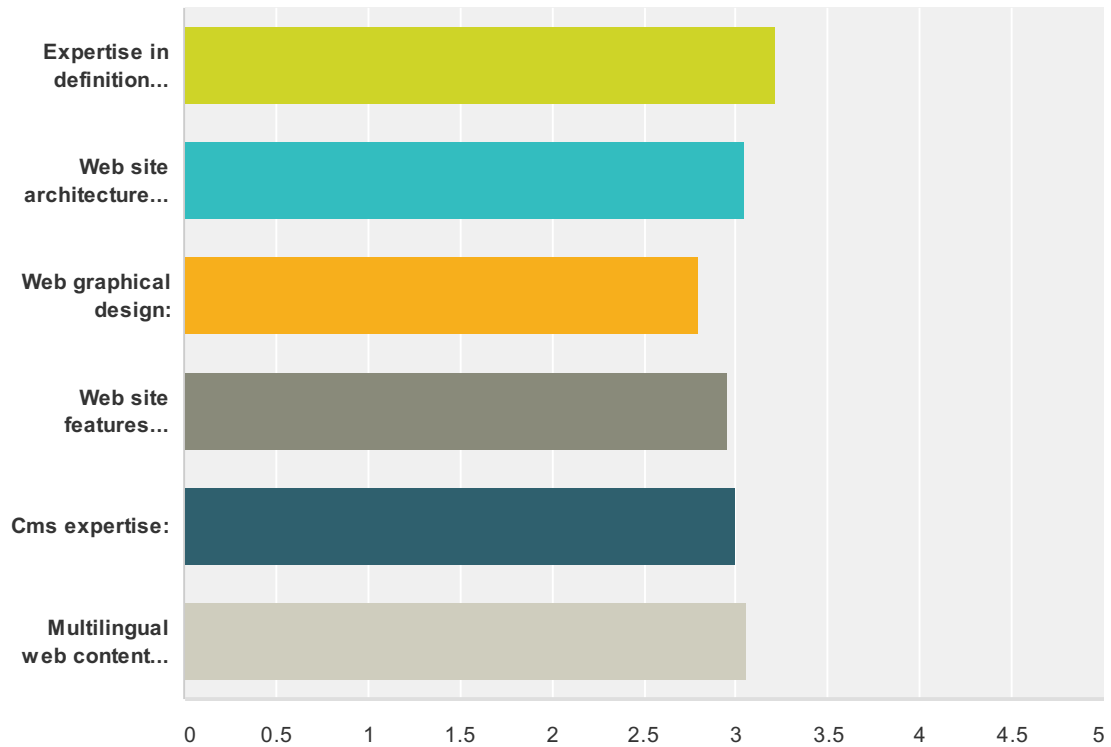
Answered: 60 Skipped: 8



Answer Choices	Responses	
Yes	40.00%	24
No	60.00%	36
Total		60

Q15 How would you then rate your level of satisfaction with Connexion’s web site creation and maintenance services?

Answered: 24 Skipped: 44



	low	average	good	excellent	not relevant	Total	Average Rating
Expertise in definition needs:	4.17% 1	4.17% 1	54.17% 13	33.33% 8	4.17% 1	24	3.22
Web site architecture design:	4.17% 1	8.33% 2	54.17% 13	20.83% 5	12.50% 3	24	3.05
Web graphical design:	8.33% 2	12.50% 3	50.00% 12	12.50% 3	16.67% 4	24	2.80
Web site features building:	8.33% 2	4.17% 1	62.50% 15	16.67% 4	8.33% 2	24	2.95
Cms expertise:	4.17% 1	8.33% 2	58.33% 14	16.67% 4	12.50% 3	24	3.00
Multilingual web content creation and management:	4.17% 1	8.33% 2	37.50% 9	20.83% 5	29.17% 7	24	3.06

**Q16 Feel free to add suggestions about
how Connexion could better meet your
needs:**

Answered: 11 Skipped: 57