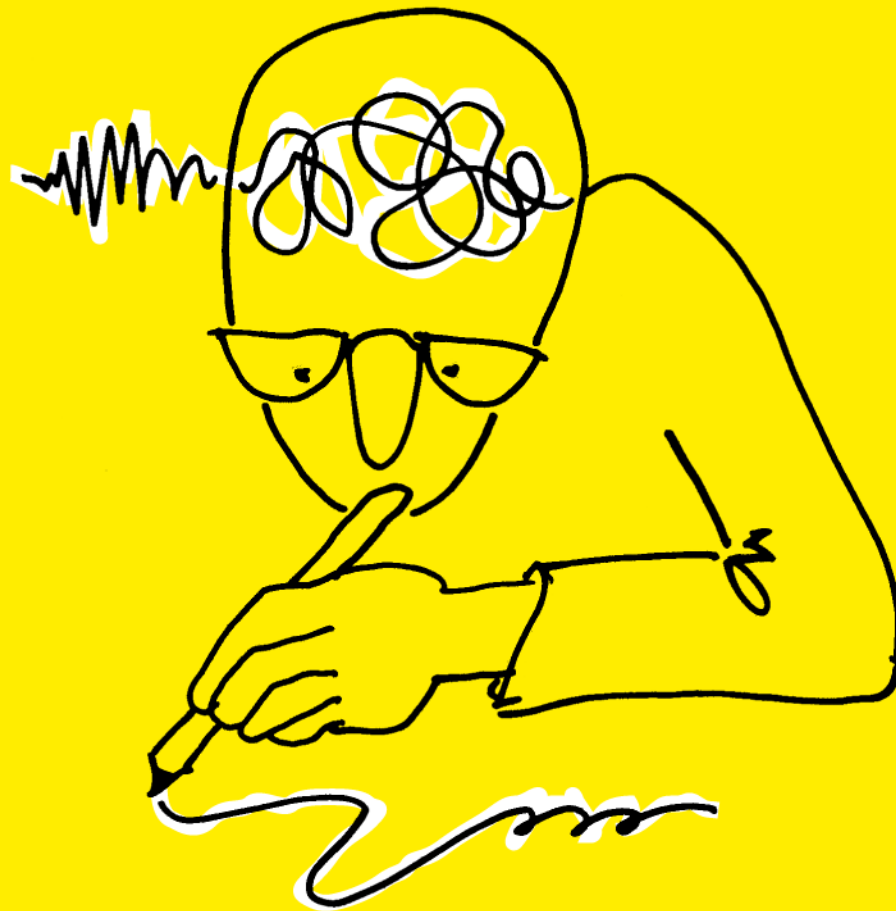


# RESULTATEN PROSERVE

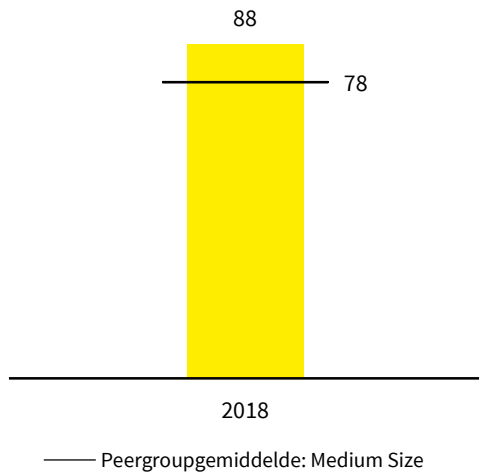
OUTSOURCING PERFORMANCE 2018

GIARTE

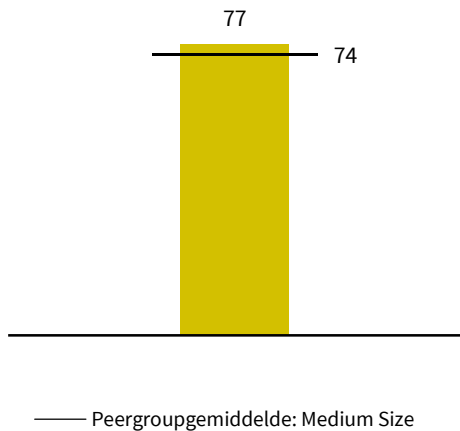


# PROSERVE | OVERZICHT – RESULTATEN OP2018

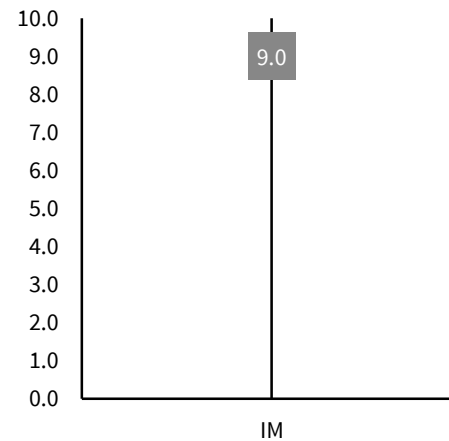
## GIARTE TRUST SCORE



## EASINESS-SCORE



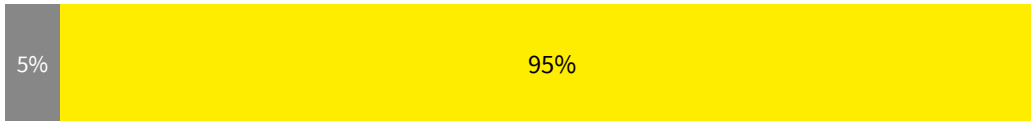
## TEVREDENHEIDSSCORE



# PROSERVE | OVERZICHT – RESULTATEN OP2018

## VERDELING AANBEVELINGSSCORES

*“Zou u Proserve aanbevelen?”*



■ Detractors

■ Passives

■ Fans

GEMIDDELDE FAN SCORE PEERGROUP MEDIUM SIZE: 72%

## SUPERFANS

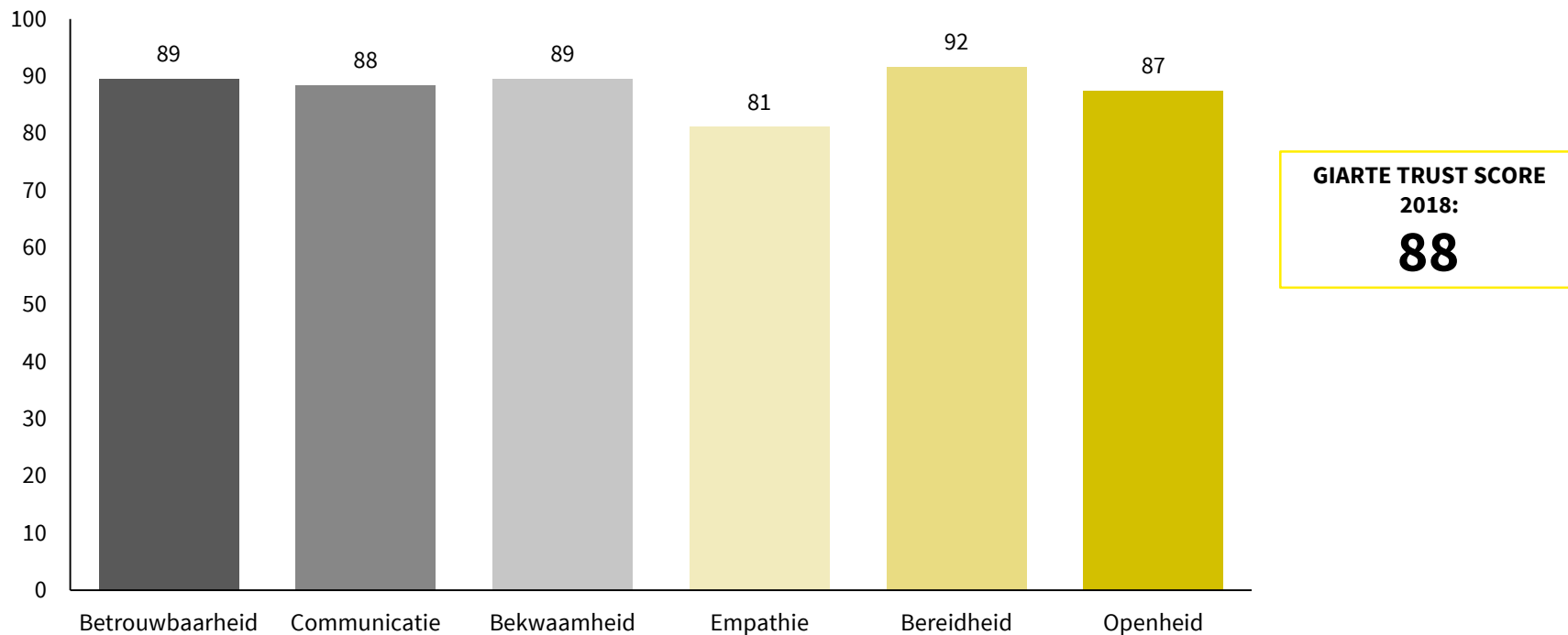
*Percentage “absoluut” aanbevelen*



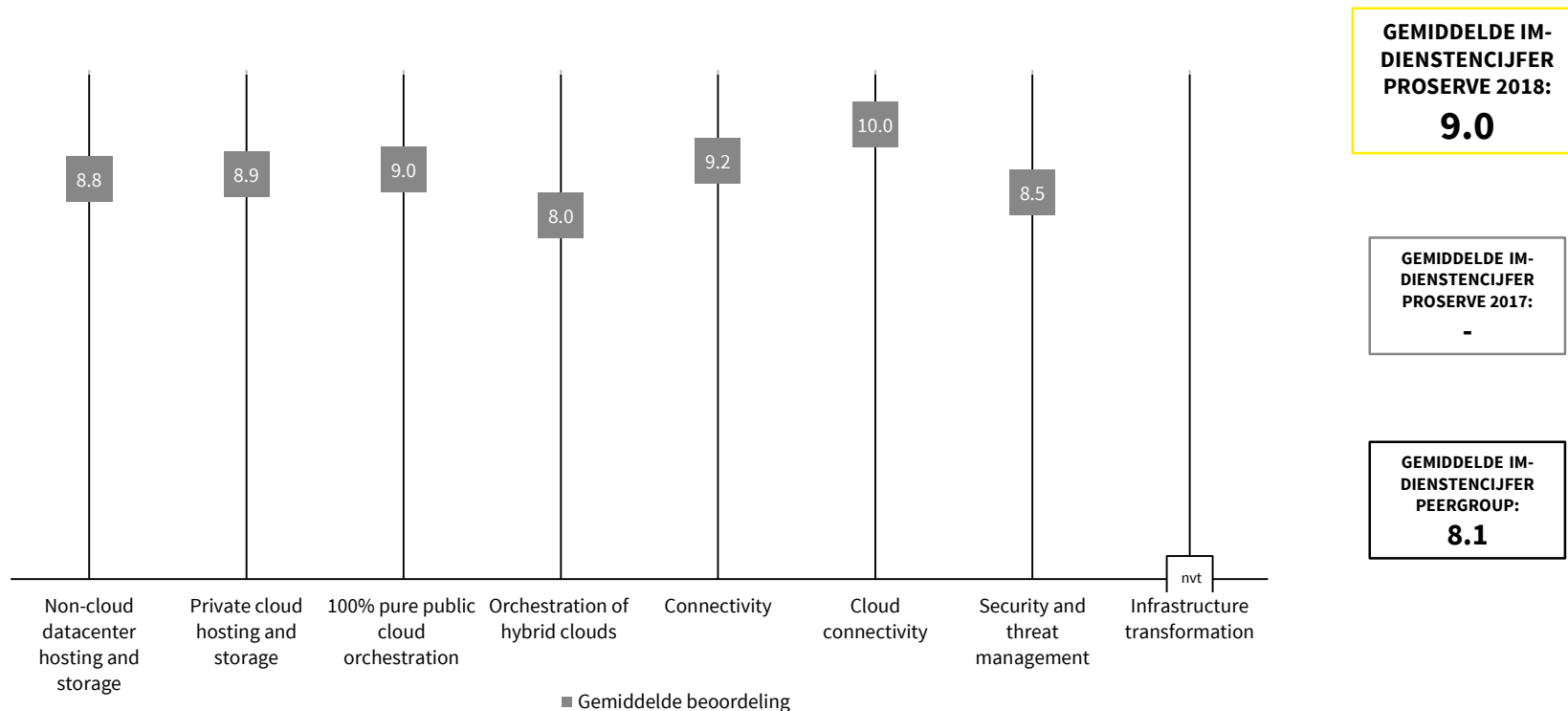
**42%**

van totale respons

# PROSERVE | TRUST SCORES PER INDICATOR – RESULTATEN OP2018



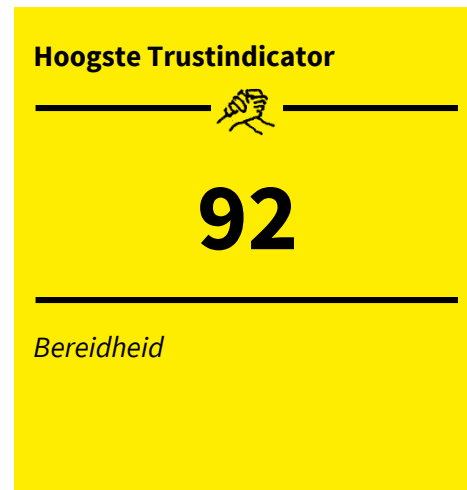
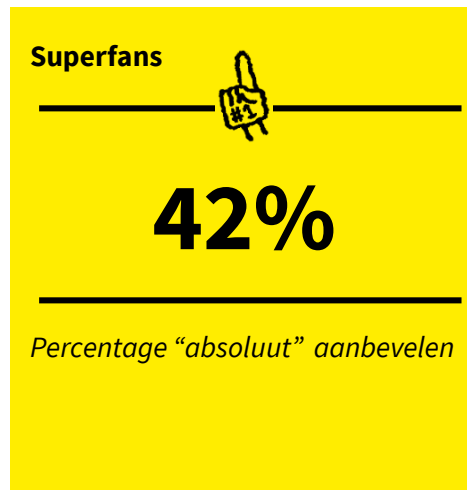
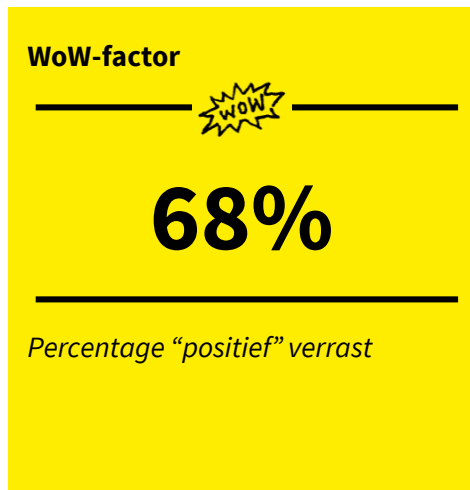
# PROSERVE | TEVREDENHEIDSSCORES IM-DIENSTEN – RESULTATEN OP2018



# PROSERVE | UITGELICHT – RESULTATEN OP2018

---

De drie meest opvallende of hoogste scores uitgelicht:





# GIARTE

P.O. Box 890  
1000 AW AMSTERDAM  
H.J.E. Wenckebachweg 90,  
3<sup>e</sup> etage (unit 303)  
1088 LL Amsterdam

**T** + 31 (0)20 622 344  
**F** + 31 (0)20 638 4039

[info@giarte.com](mailto:info@giarte.com)  
[www.giarte.com](http://www.giarte.com)  
[www.outsourcingperformance.nl](http://www.outsourcingperformance.nl)