

**EVALUARE SATISFACTIE CLIENTI - PACIENTI/2019.SEMESTRUL I (10.06.2019-19.06.2019)**

| %             | multumire/<br>intrebare<br>nr.                                     | Clientul<br>punctaj | Nr. intrebare |          |          |          |          |          |          |          |          |          | 10 %      |               |
|---------------|--|---------------------|---------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|---------------|
|               |  |                     | 27859         | 27861    | 27908    | 27911    | 27931    | 27934    | 27953    | 27954    | 27993    | 28030    |           |               |
|               |  |                     | 1             | 2        | 3        | 4        | 5        | 6        | 7        | 8        | 9        | 10       |           |               |
| <b>94.00%</b> | <b>1. S-au efectuat toate analizele din trimiterile D-voastră?</b> |                     |               |          |          |          |          |          |          |          |          |          |           | <b>94.00%</b> |
| <b>0</b>      | <b>Foarte nemulțumit</b>   | <b>1</b>            |               |          |          |          |          |          |          |          |          |          | <b>0</b>  | <b>0</b>      |
| <b>0</b>      | <b>Nemulțumit</b>  | <b>2</b>            |               |          |          |          |          |          |          |          |          |          | <b>0</b>  | <b>0</b>      |
| <b>0</b>      | <b>Satisfactor</b>   | <b>3</b>            |               |          |          |          |          |          |          |          |          |          | <b>0</b>  | <b>0</b>      |
| <b>30</b>     | <b>Mulțumit</b>  | <b>4</b>            |               |          |          | <b>4</b> |          | <b>4</b> |          |          |          | <b>4</b> | <b>3</b>  | <b>30</b>     |
| <b>70</b>     | <b>Foarte mulțumit</b>   | <b>5</b>            | <b>5</b>      | <b>5</b> | <b>5</b> |          | <b>5</b> |          | <b>5</b> | <b>5</b> | <b>5</b> |          | <b>7</b>  | <b>70</b>     |
| <b>96.00%</b> | <b>2. Analizele s-au efectuat în termenul stabilit?</b>            |                     |               |          |          |          |          |          |          |          |          |          | <b>10</b> | <b>96.00%</b> |
| <b>0</b>      | <b>Foarte nemulțumit</b>   | <b>1</b>            |               |          |          |          |          |          |          |          |          |          | <b>0</b>  | <b>0</b>      |
| <b>0</b>      | <b>Nemulțumit</b>  | <b>2</b>            |               |          |          |          |          |          |          |          |          |          | <b>0</b>  | <b>0</b>      |
| <b>0</b>      | <b>Satisfactor</b>   | <b>3</b>            |               |          |          |          |          |          |          |          |          |          | <b>0</b>  | <b>0</b>      |

|         |  |   |   |   |   |   |   |   |   |   |   |   |    |         |
|---------|--|---|---|---|---|---|---|---|---|---|---|---|----|---------|
| 20      | Multumit   | 4 |   |   |   |   |   | 4 |   |   | 4 |   | 2  | 20      |
| 80      | Foarte multumit  | 5 | 5 | 5 | 5 | 5 | 5 |   | 5 | 5 |   | 5 | 8  | 80      |
| 100.00% | 3. Cât de mulțumit sunteți de amabilitatea personalului?             |   |   |   |   |   |   |   |   |   |   |   | 10 | 100.00% |
| 0       | Foarte nemulțumit  | 1 |   |   |   |   |   |   |   |   |   |   | 0  | 0       |
| 0       | Nemulțumit   | 2 |   |   |   |   |   |   |   |   |   |   | 0  | 0       |
| 0       | Satisfactor  | 3 |   |   |   |   |   |   |   |   |   |   | 0  | 0       |
| 0       | Multumit   | 4 |   |   |   |   |   |   |   |   |   |   | 0  | 0       |
| 100     | Foarte multumit  | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 10 | 100     |
| 100.00% | 4. Cât de mulțumit sunteți de tehnica recoltării de sange efectuată? |   |   |   |   |   |   |   |   |   |   |   | 10 | 100.00% |
| 0       | Foarte nemulțumit  | 1 |   |   |   |   |   |   |   |   |   |   | 0  | 0       |
| 0       | Nemulțumit   | 2 |   |   |   |   |   |   |   |   |   |   | 0  | 0       |
| 0       | Satisfactor  | 3 |   |   |   |   |   |   |   |   |   |   | 0  | 0       |
| 0       | Multumit   | 4 |   |   |   |   |   |   |   |   |   |   | 0  | 0       |
| 100     | Foarte multumit  | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 10 | 100     |





|                               |                        |       |     |    |     |      |     |    |     |     |      |      |   |   |        |
|-------------------------------|------------------------|-------|-----|----|-----|------|-----|----|-----|-----|------|------|---|---|--------|
| <b>0</b>                      | <b>Satisfacator</b>    | 3     |     |    |     |      |     |    |     |     |      |      |   | 0 | 0      |
| <b>10</b>                     | <b>Multumit</b>        | 4     |     | 4  |     |      |     |    |     |     |      |      |   | 1 | 10     |
| <b>90</b>                     | <b>Foarte multumit</b> | 5     | 5   |    | 5   | 5    | 5   | 5  | 5   | 5   | 5    | 5    | 5 | 9 | 90     |
| <b>Total maxim :</b>          |                        | 40    | 40  | 38 | 40  | 39   | 40  | 38 | 40  | 40  | 39   | 39   |   |   | 98.25% |
| <b>Procentaj %</b>            |                        | 98.25 | 100 | 95 | 100 | 97.5 | 100 | 95 | 100 | 100 | 97.5 | 97.5 |   |   |        |
| <b>Satisfactie generala %</b> |                        | 98.25 |     |    |     |      |     |    |     |     |      |      |   |   |        |

**Intocmit Manager de Calitate**  
**Data 19.06.2019**

**Aprobat Director General**

%

0

130.43

304.35

0

0

347.83

0

0

0

434.78

0

0

0

434.78

0

0

434.78

0

0



0

0

43.48

391.3

43.48

391.3