

感謝客戶踴躍支持

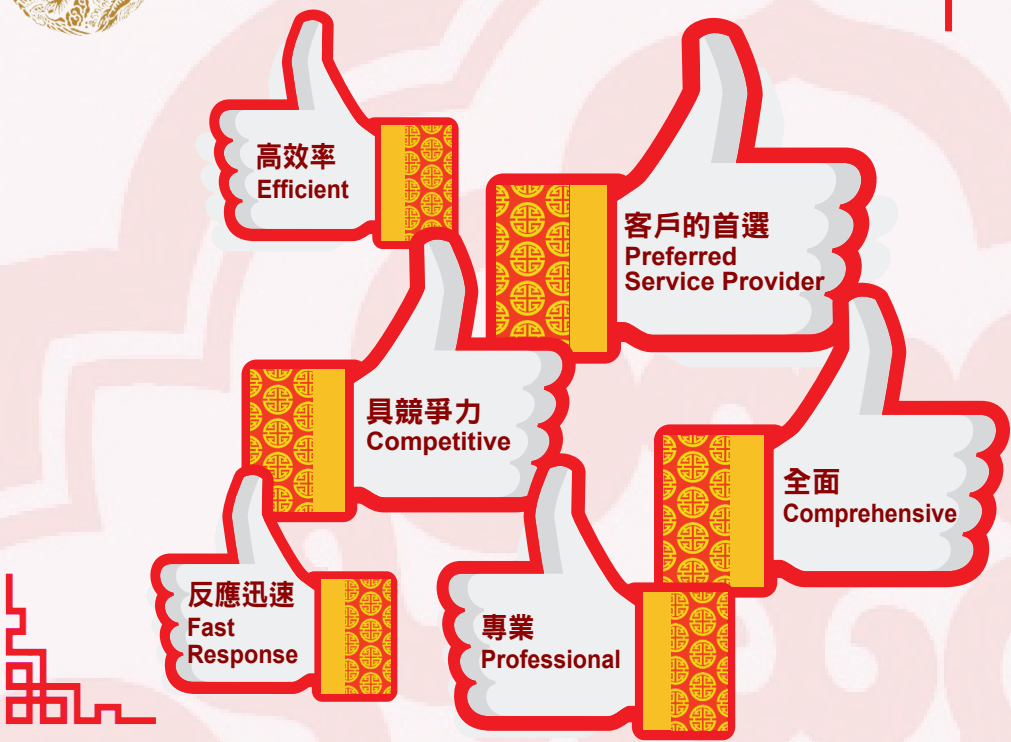
在是次調查中，QMI一共發出2,029份問卷，成功收回1,111份，整體回應率達54.8%。我們非常感謝客戶回應，讓我們可以更了解客戶的需要，也能提供更到位的服務。此外，QMI亦透過電話、面談、小組討論等方式，訪問了101位客戶代表，我們十分感謝客戶在百忙中抽空給予意見。收集所得的意見，有助我們了解與客戶滿意度相關的因素，從而制訂措施，進一步優化我們的服務。

客戶以機電工程營運基金為首選

在作出回應的客戶中，有79%表示「每次都是」、「經常」或「時常」以營運基金為首選的服務供應商，比率較上次調查上升4%。這項結果顯示大部分客戶不但對我們的服務極具信心，而且視營運基金為可靠的伙伴。

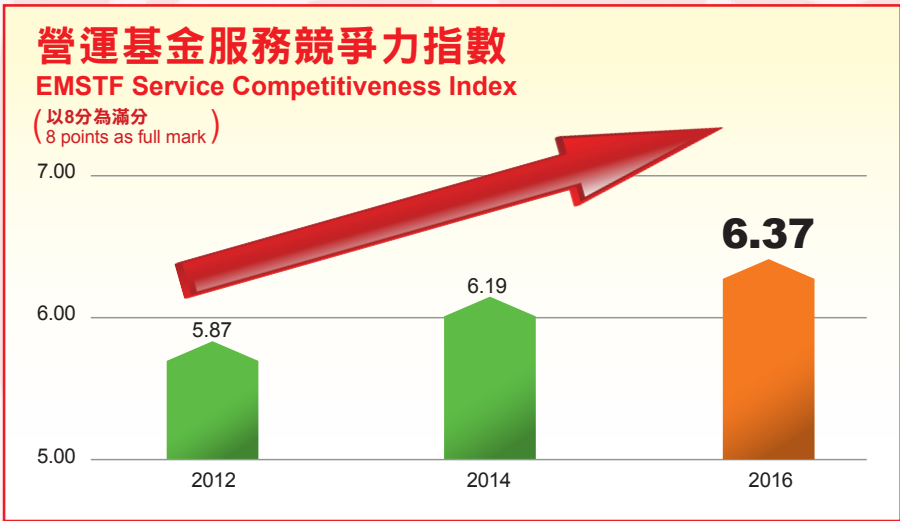


客戶對營運基金服務的評價
Customers' Assessment on EMSTF Services



Gratitude for Clients' Support

QMI issued 2,029 questionnaires for the survey and successfully received 1,111 replies, with an overall response rate of 54.8%. We would like to thank our clients for their support. Respondents' feedback gave us a better understanding of client needs so that we may tailor our services to precisely address those needs. QMI also interviewed 101 client representatives through phone calls, face-to-face meetings, and group discussions. We sincerely thank these clients for taking time from their busy schedules to tell us their views. Collecting these views has been very useful for us to explore various factors contributing to customer satisfaction, in order to formulate measures to further enhance our services.



服務競爭力指數在2016年客戶意見調查創新高。
Service Competitiveness Index attained a record high in COS 2016.



客戶選用營運基金服務的原因
Factors Driving Customers to Choose EMSTF Services



Clients Prefer EMSTF

Among the respondents, 79% indicated that they "always", "very often" or "often" chose EMSTF as their preferred service provider, a 4% increase from the last survey. The result shows that most of our clients have great confidence in our services. This also shows that EMSTF has become a reliable partner for most of our clients.

