Example

Showing Correlations, Significancies, Gap-analysis

1. Are you

- ◯ *Male*
- ◯ *Female*

2. Your age

- ◯ *less than 25*
- ◯ *from 25 to 39*
- ◯ *from 40 to 54*
- ◯ *from 55 to 74*
- ◯ *75 and over*

3. Which department did you come to

- ◯ *Dept A*
- ◯ *Dept B*
- ◯ *Dept C*
- ◯ *Dept D*
- ◯ *Dept E*
- ◯ *Dept F*

4. How do you evaluate the following at this department

	Very satisfied	*Satisfied*	*Less satisfied*	*Not satisfied*	*Not applicable*
a. Parking facilities	☐	☐	☐	☐	☐
b. The reception	☐	☐	☐	☐	☐
c. Waiting time	☐	☐	☐	☐	☐
d. The meals	☐	☐	☐	☐	☐
e. The treatment	☐	☐	☐	☐	☐

5. How important for you are

	Very important	*Important*	*Less important*	*Not important*
a. Parking facilities	☐	☐	☐	☐
b. The reception	☐	☐	☐	☐
c. Waiting time	☐	☐	☐	☐
d. The meals	☐	☐	☐	☐
e. The treatment	☐	☐	☐	☐

6. All elements considered, how do you evaluate the department

	Very satisfied	*Satisfied*	*Less satisfied*	*Not satisfied*
My final evaluation : I am ...	☐	☐	☐	☐

Thank you for your cooperation