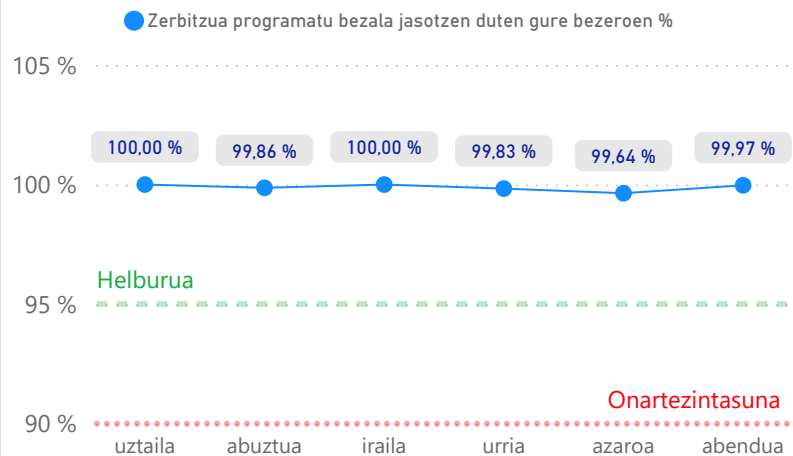
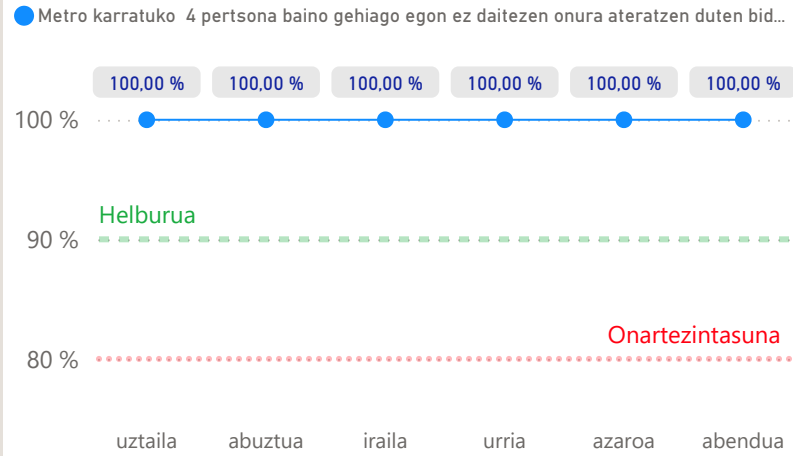
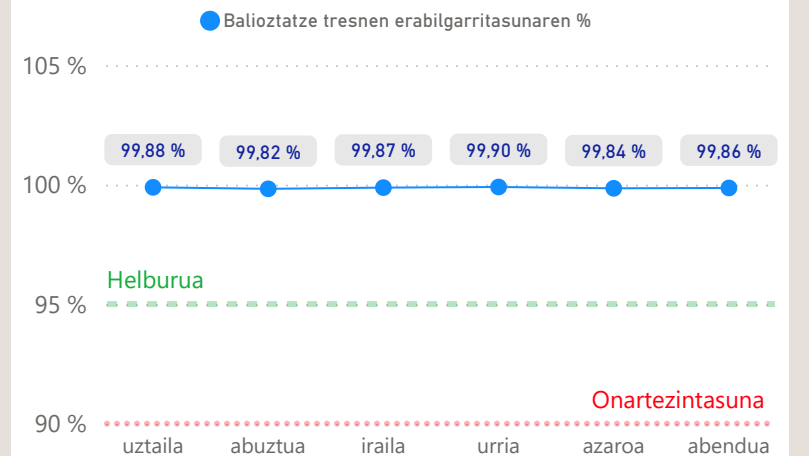
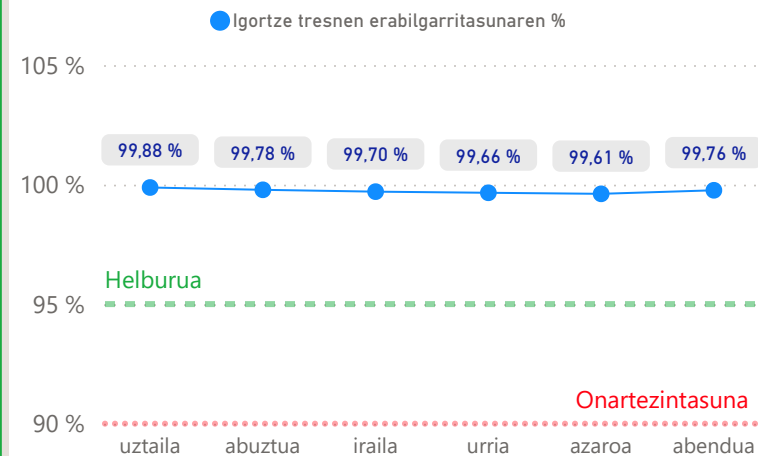
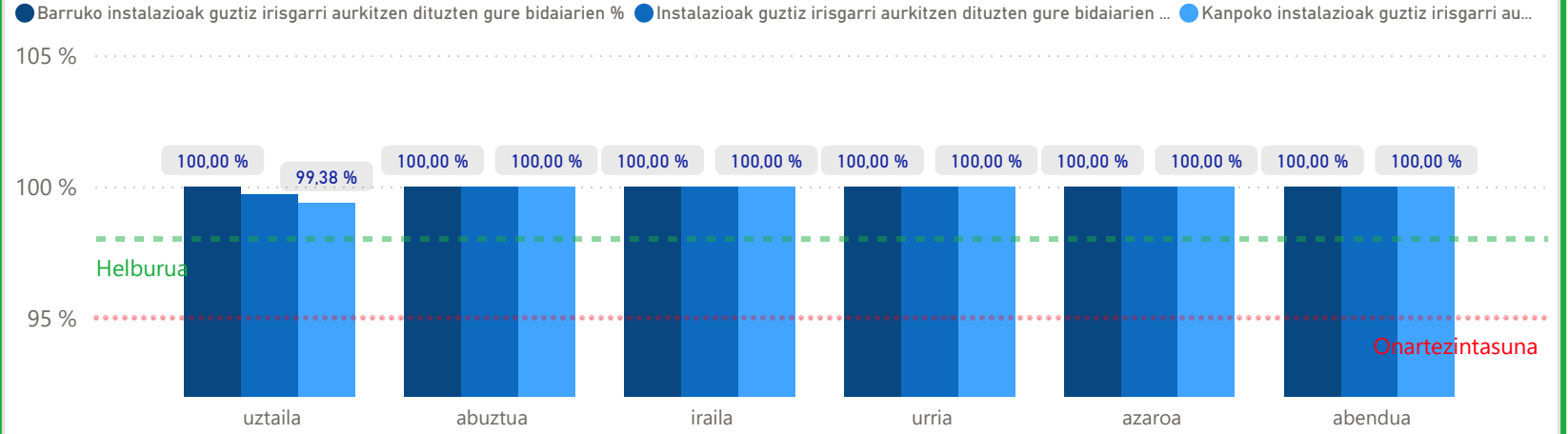


## Eskeinitako zerbitzua

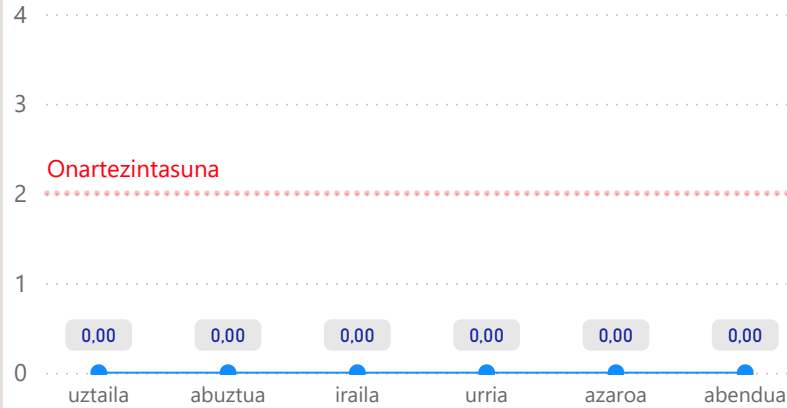


## Irisgarritasuna

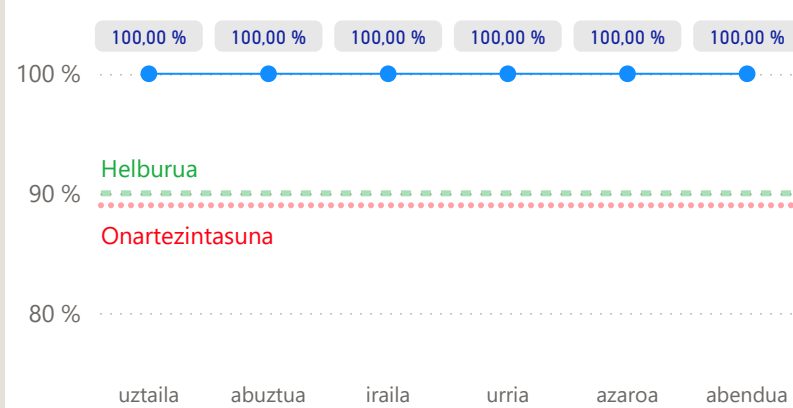


## Informazioa

● Geralekuetan informazio faltarekin lotutako kexen zenbatekoa



● Gure bezeroek unitatearen barruan beharrezko informazioa aurkitzen duten %



● Edozein arazori lotutako informazio gabeziarekin lotutako erreklamazioen kopurua.

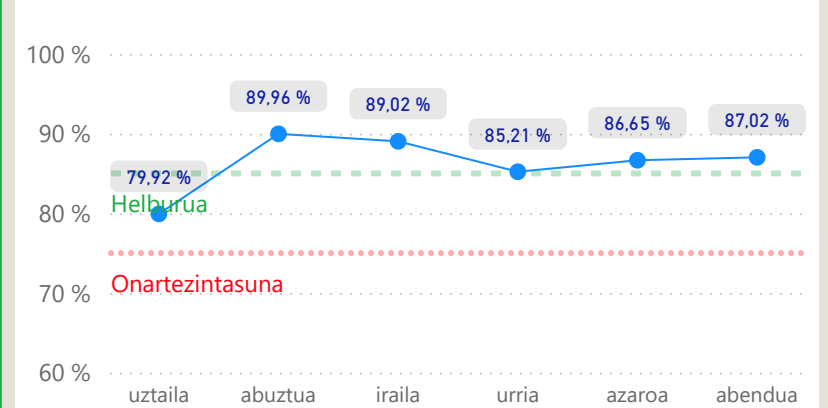


● Edozein arasoren aurrean beharrezko informazioa aurkitzen duten gure bezeroen %, ...



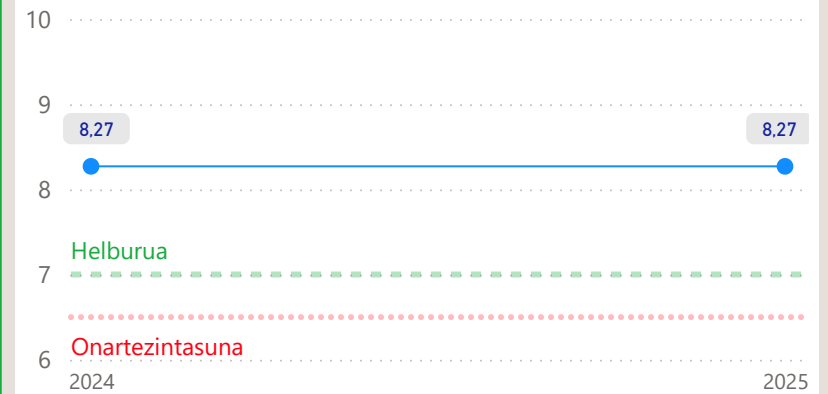
## Puntueltasuna

● Orduan egiten diren gure zerbitzuaren %



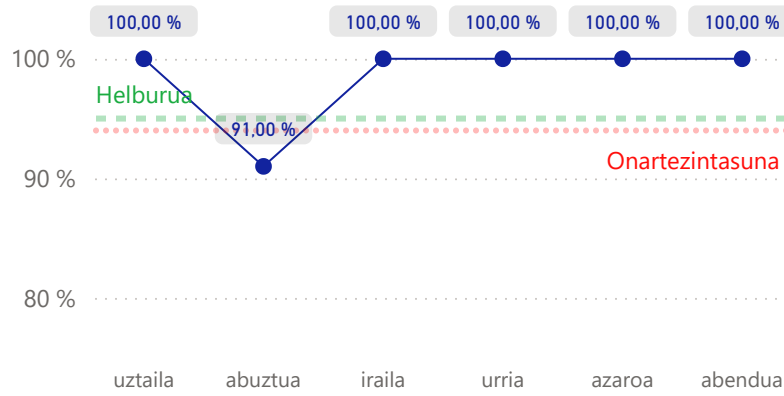
La falta de preferencia semafórica, los tramos de vía única y el aumento de la afluencia de personas viajeras dificulta el cumplimiento del horario.

● Puntueltasunari buruz Bezeroengandik jasotako balioespena

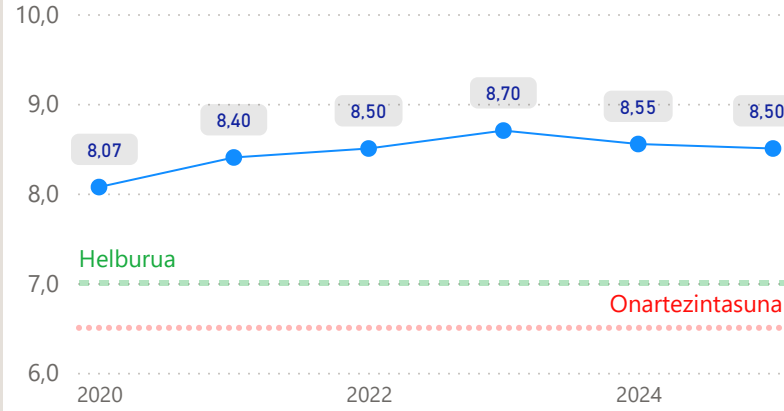


## Bezeroari arreta

● Edozein erreklamazioari lotuta 3 egun baino lehenago erantzuna jasotzen duten gure ...

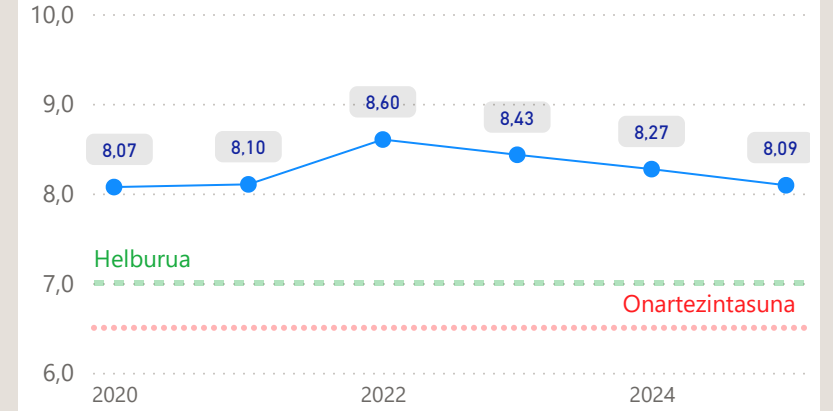


● Gure zerbitzuarekiko bezeroen asebetetasun maila

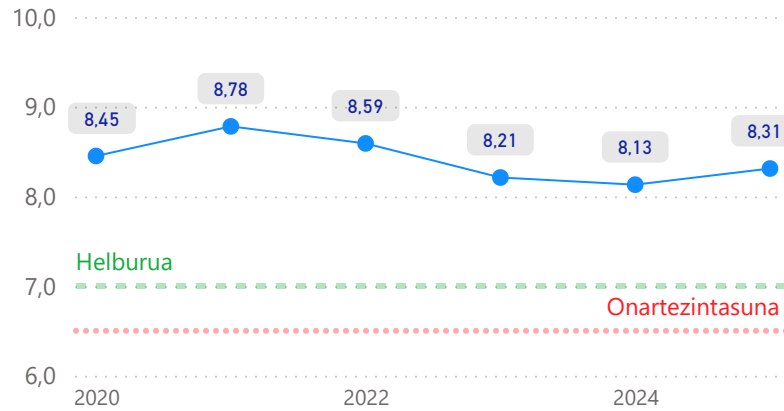


## Erosotasun, Garbitasun eta mantentze lanak

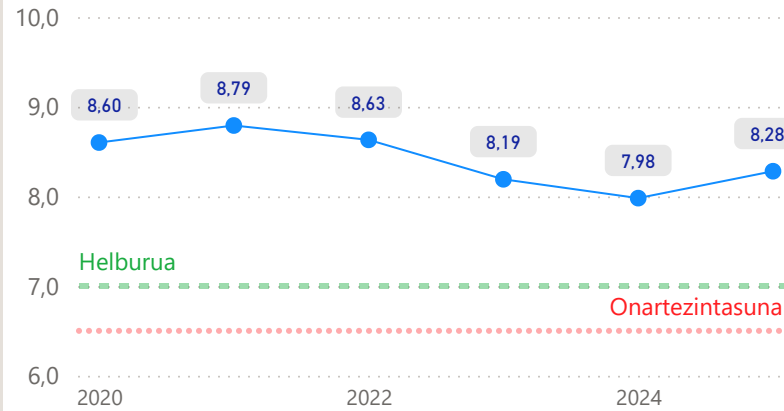
● Bezeroengandik jasotako balioespena bidaiatzerakoan nabaritu duten erosotasunari b...



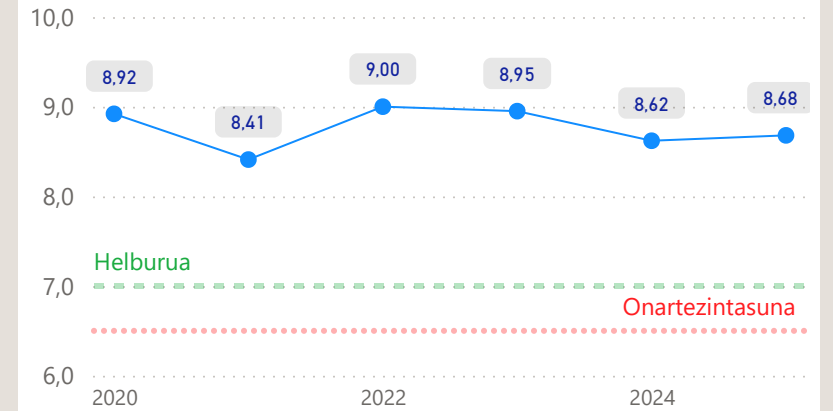
● Bezeroengandik lortutako balioespena jasotako tratuari buruz



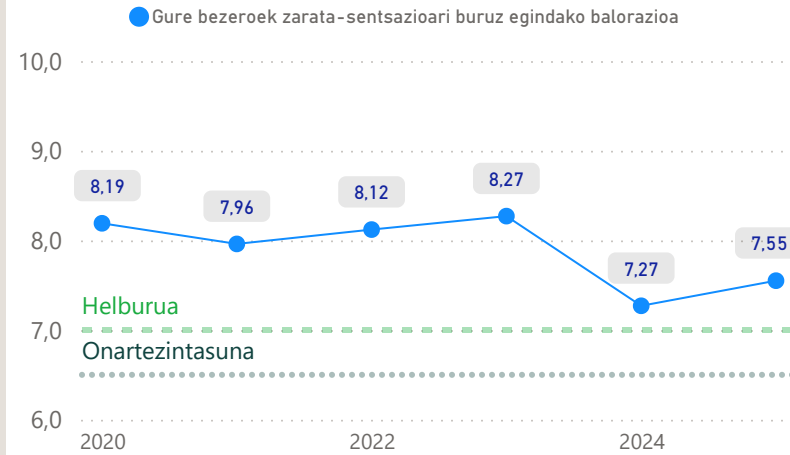
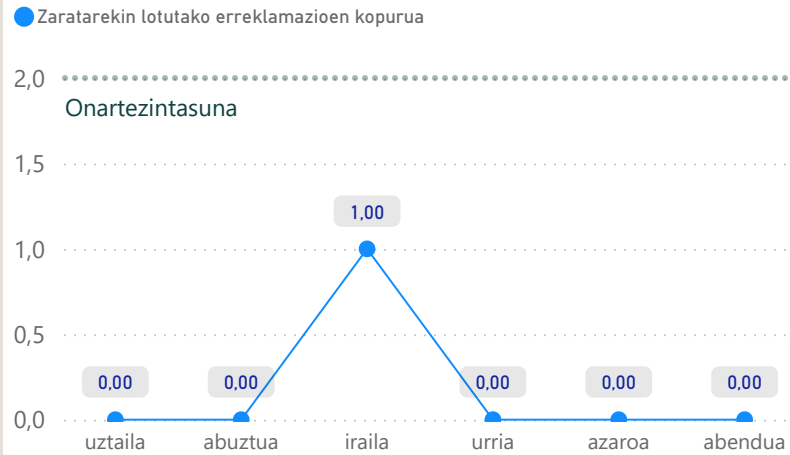
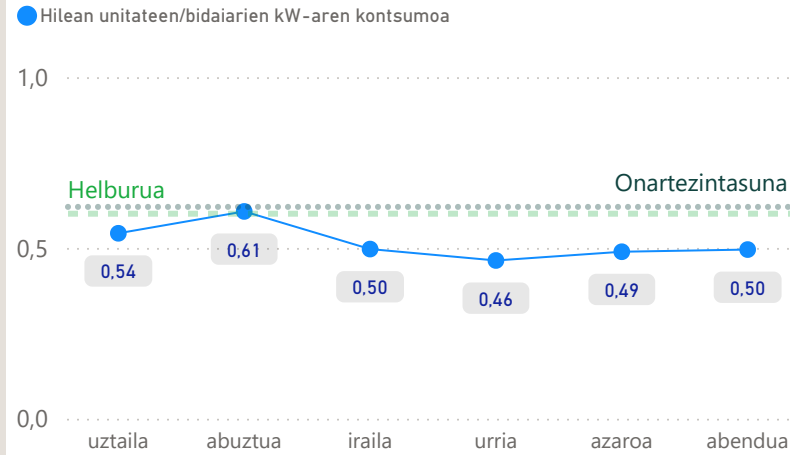
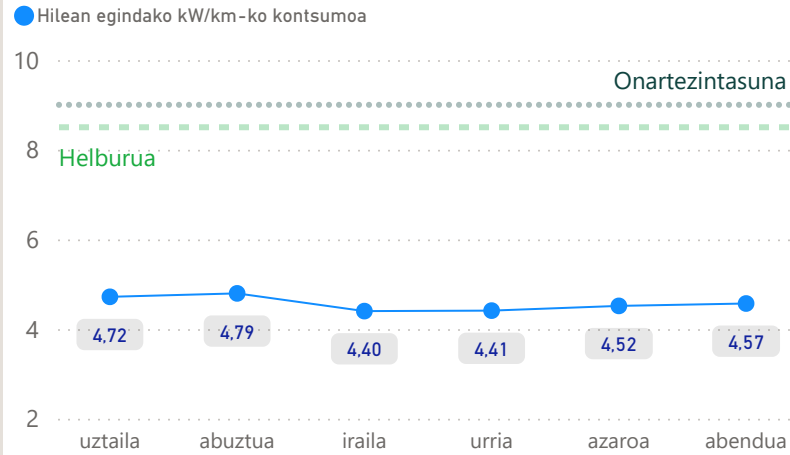
● Bezeroengandik lortutako balioespena gure langileen profesionaltasunari buruz



● Garbikuntzari buruz Bezeroengandik jasotako balioespena



## Ingurumenaren gaineko eragina



## Segurtasuna

