

## Client satisfaction survey per project

STAR Servicios Lingüísticos, the Barcelona-based translation company and the Spanish branch of the international STAR group, is going one step further in its quest for continuous improvement.

As of 1st June, the Spanish company began to provide its clients with the option of completing a brief satisfaction survey for each project delivered. STAR Servicios Lingüísticos is thus continually collecting the opinions of their clients regarding the quality of the services provided. The aim of this improvement to STAR's quality management system is to immediately detect any potential non-conformities, as well as to obtain a more comprehensive vision of client needs and requirements in order to be able to adapt services increasingly to those needs. These surveys complement the annual client satisfaction survey that STAR Servicios Lingüísticos has been carrying out since the quality management system as per ISO 9001 was introduced in 2007.



Customer satisfaction enquiry

Project: [66896] ██████████ 20150612-Opération préventive ██████████  
Reference: 4963  
Contact person: ██████████  
Project Manager: ██████████ (IV2)

Punctuality of the delivery	Before the deadline ⊙	On time ⊙	Late ⊙
Compliance with the scope of the order / quote	Excellent ⊙	Average ⊙	Poor ⊙
Fulfillment of your expectations	Exceeds expectations ⊙	Meets expectations ⊙	Does not meet expectations ⊙
Quality of the product	Good ⊙	Average ⊙	Poor ⊙
Quality of the service	Good ⊙	Average ⊙	Poor ⊙
Observations	<input type="text" value="I've checked spelling, termino and formatting and everything was ok"/>		

Via GTMS, STAR's translation management system, the completed survey is automatically saved together with the project in question, meaning that it can be consulted subsequently. In addition, the results of the surveys will complete the key indicators that measure the performance of STAR's quality management system. The implementation of this survey is thus another example of the Catalan company's firm commitment to quality.

About [STAR Servicios Lingüísticos](#)

The Barcelona based translation company STAR Servicios Lingüísticos [[www.star-spain.com](http://www.star-spain.com)] is part of the STAR group. Founded in Switzerland in 1984; the STAR group currently has 44 offices worldwide and more than 800 employees. The Spanish office, a leading company in translation services and the development of linguistic technology, has experienced continuous growth since its foundation and its clients include prestigious brands such as BMW, Bosch, BSH, Bulgari, Cartier, Leica, Konica Minolta, Lidl, Peugeot, Renault, Roche, Siemens, Toyota and Volkswagen. The key to STAR's success is its capacity to provide its clients with high quality economical solutions for international communication. STAR is certified according to ISO 9001 and UNE EN 15038.