



Clients satisfied with INCM products and services

At the end of 2010 the INCM decided to re-survey their customers to assess their levels of satisfaction, and very good results were obtained.

The overall score obtained in 2010 was 7.8 points, on a scale from 1 to 10, representing an increase of 0.2 points when compared to the previous year. The following values were obtained for each group of customers:

Customer Group	Level of Satisfaction 2010
Coins	8.3
Graphic Products	8.1
Books	8.1
Official publications	7.1
Assay Office in Lisbon	8.2
Assay Office in Oporto	7.9

The survey, which included more than 26,000 customers who were contacted by mail or over the Internet, used the ECSI – European Consumer Satisfaction Index, and achieved a response rate of around 10%.

According to our customers, the image of the INCM is associated with values such as trust, security and services to citizens.

The company's products and services are rated "good" or "very good". Generally speaking, the areas that were assessed achieved very high scores. Many aspects contributed to these results, such as the availability and knowledge of the customer service staff (recognised by all customer groups), the absence of defects and compliance with specifications, the usability, navigability and technical reliability of the DRE (Electronic Official Journal) website and the overall quality of services provided.

The INCM would like to thank all its customers that took part in this survey, as their answers allow improvements to be made to products and services, in turn allowing us to continue working towards achieving increasingly high levels of satisfaction.

5th of May 2011