

Interview?! Application examples among our customers



Quality Department : Complete audit on current quality management programs. Questionnaire created in 4 languages and distributed to the 24000 employees connected to Valeo intranet.

4000 answers collected within 5 days providing a status report by branch, function and site. The directors of Quality Dpt integrate the findings in their action plans.

IT Department of Philips Lighting : satisfaction survey distributed to users of IT services



Purchase Department : Suppliers evaluation in order to integrate all the actors of the supply chain into a continuous improvement program

Logistics Department : follow-up indicators applied to the deployment of an ERP solution. Questionnaire sent every other month to a sample group of 75 referent persons spread out over 5 main sites. Corrective actions are set up in relation to the results.



Sales & Marketing Department : Collecting merchandising data in supermarkets with PDAs in order to obtain real time marketing feedbacks.

Human Resources Department : employee satisfaction survey distributed several times a year in order to build an employee satisfaction barometer.



Finance Department : Collecting accounting practises from different entities in order to prepare the application of new accounting procedures and propose adequate training

IT Department : Satisfaction study on the quality of the HelpDesk services



... and many more applications developed by our 130 customers.

FRANCE – INTERNATIONAL : REFERENCES

interview?! Software

<i>Application</i>	<i>Organisations</i>
Ressources Humaines / HR	Groupe Auchan - Valeo - Cognis (USA, DE) - MGE UPS - France Télécom - CCMX - Cegetel - Gan - PricewaterhouseCoopers (Lu)
Formation / Training, evaluation	TotalFinaElf - DaimlerChrysler AG (DE) - Air Liquide Electronics - Grenoble Graduate School of Management - CCMX - GRECO - ESC Pau - VXCD Tecnilab Multimedia - Ministère de l'éducation - Mille Images
Informatique / IT services	Michelin - Schneider Electric - Merck (FR, DE) - Bayer (DE) - Philips (DE) - Péchiney - Technip-Coflexip - Sames - STIME-Intermarché - UNI2 (SP) - EDF - Gan - Crédit Lyonnais - Crédit Agricole
Marketing, CRM	MGE UPS - Salomon - Carl Zeiss (DE) - Laboratoires Pierre Fabre
Marketing - Communication	Merck - Air France - Valeo - Cognis (USA, DE) - Cegelec - Altis Semiconductor - Hispano Suiza - Messier Bugatti - Lever Fabergé - Bayer (DE) - Daimler Chrysler (DE) - Armaris - CCI de l'Ain - CCI de Grenoble - PricewaterhouseCoopers (Lu) - BearingPoint (CH) - Telemark fylkeskomune (No) - Fasken Martineau (CAN)
Distribution - merchandising	Jaillance - Oxadis (Limagrain) - ICI Paints
Événementiel / Events organisation	Geneva Palexpo - Orange - DNUG (DE)
Qualité / Quality ISO 9001	Matussière & Forest - Valeo - Leroy Merlin - DaimlerChrysler AG (DE) - Schneider Electric - Ministère de l'Education - Crédit Lyonnais - Reunica
Production	Poulina (Tunisie) - Bouygue Telecom - Givaudan (CH)
Achats / Purchase (satisfaction)	Pechiney – Air France
Medical	Janssen-Cilag - Merck - Sørlandet sykehus HF (NO) – Laboratoires Pierre Fabre

interview?! Etudes Services

<i>Métier / Project Application</i>	<i>Organisations</i>
Ressources Humaines / HR 360° / Employee satisfaction	Groupe Auchan – EDFGDF Services MGE UPS France Telecom
Qualité des fournisseurs / suppliers satisfaction survey	Pechiney
IT services satisfaction index	Michelin - Somfy
Formation / Training quality project	Grenoble Graduate School of Management - Auchan - Total
Merchandising	Jaillance – ICI Paints
Événementiel / Feedbacks on events organisation	Geneva Palexpo - Valeo – Salon Sisqual 2002

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