

Guide your plans of action, follow your indicators, measure...
Drive your internal and external surveys.

All the benefits of a generic internet survey platform...



Autonomy

Your Interview?! area is installed on your server or hosted on our platform.

In total security you can create, test, distribute, and directly manage your questionnaires, surveys and barometers.



Tools

Your email client, your intranet, and your website: all these vectors allow you to reach scattered statistical populations without delay, and at a reduced cost.

➤ You can question your different domestic or international markets, whatever their language or alphabet may be

➤ You can get immediate, targeted, precise and useful information.

Our Dataview?!@ infocenter allows you to ensure :

- The availability of results
- Their accessibility for those authorized
- Online accessibility to reports

... combined with a specific expertise

Coming from the biggest survey firms, our experts will bring you a **quality assistance** going from methodological reflection to the implementation of indicators for the management of your actions.

You also have at your disposal all data gathered and tools for producing and enhancing your analysis.

The capacity to build restitutions specific to your needs, to produce ad hoc surveys with a large responsiveness, to target and divide into segments, guarantees you to measure the impacts of each point on global satisfaction, to sustain our Dataview?!@ infocenter which can be controlled via internet browser,...

You will be implementing the capacity to monitor and manage, essential for your business field.



Applications

- Client satisfaction barometer (internal/external)
- Evaluation of a new process
- Quality of delivered performances
- Product testing
- Performance of a department or a service within the company
- Evaluation and monitoring of suppliers



Consulting and methodology

The EFM approach

Interview offers its clients a global approach that follows the **EFM method** (Enterprise Feedback Management).

Objectives: to obtain overall feedback from those who play a part in the success of your company, such as your clients, your employees, your partners and your suppliers.

Our complete offer gives you access to:

- Methodological advices
- Information collecting and distributing software
- Help with the implementation

Satisfaction monitoring, benchmark, sampling, analysis reports, help with the development of action plans, barometer, summaries: so many areas where our survey department will develop a partnership with you for a long term objective.

contact

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Survey data are collected and analyzed in real time.

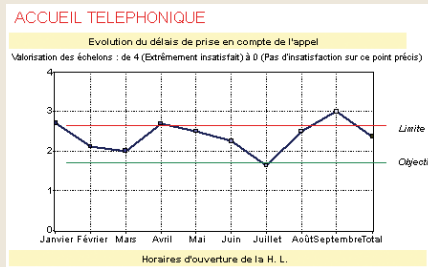
Your business requires that the impact of your action plans to be perceptible. The environment offered by Interview Corp. guarantees you to reach your objectives and adds precision and industrialization in the analysis steps by pre-defining your indicators and exploiting our Dataview?!@ infocenter.

The Interview?! Software is the surety for results confidentiality and privacy when this option is chosen.

This doesn't rule out the possibility to personalize the sent mails and even your questionnaires content.

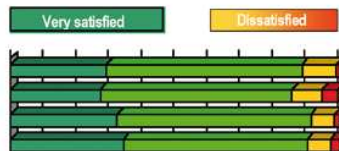
We adapt the questionnaires to your graphic guidelines.

Lastly, for an increased responsiveness, you can be instantly notified as soon as a client enters an answer corresponding to your alert criteria.



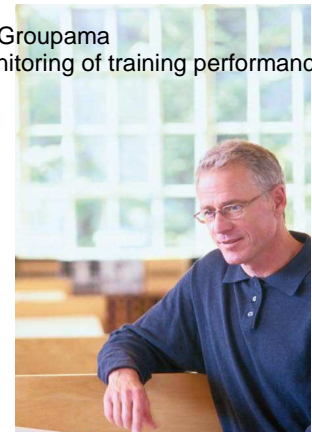
Tech and Sales support

	Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Total
2005 Q4	29.4%	59.3%	10.7%	0.6%	100.0%
2006 Q1	27.4%	58.5%	9.1%	4.9%	100.0%
2006 Q2	32.5%	59.1%	7.1%	1.3%	100.0%
2006 Q3	34.4%	56.1%	7.0%	2.5%	100.0%



They trust us

- Schneider Electric
Quarterly client satisfaction monitoring throughout 50 countries
- Valeo
Performance of the client Supply Chain function
- Auchan
360° evaluation of a group's likely prospects at an international level, collection of IPE (Individual Protection Equipment) requirements.
- Total
Laboratory performance satisfaction barometer, supplier satisfaction.
- Transdev
GIE computer hotline service satisfaction survey
- 9CEGETEL
Public hotline use satisfaction
- Groupama
Monitoring of training performance quality



The time spent (including the Interview?! training, the development of questionnaires, management of interviews, analysis, and distribution of results), was around 150 hours.

Testimony



Mrs COT EADS

Objective: Our aim is to know our clients needs and expectations as well as their perception of the quality of our research work, in how relevant it is just as much as how adequate it is for their requirements.

The choice to carry out these surveys via the web satisfies many demands :

- Ease of response for the interlocutors
- Flexibility of use
- Automatic management of reminders
- Ease of statistical processing

Our clients are corporate entities of the EADS group and our spokespeople are situated at many levels. Our objective is to have a perception of the satisfaction and identification of needs at each of these levels: research directors, research coordinators, and also engineers directly implicated. Our survey reached 266 people. The rate of return is 35%.

Outcome: using this software allows you to focus on the questionnaire development and the results analysis. It affords you more time for other aspects such as managing reminders and statistical analysis. The support received from Interview Corp. specialists is very substantial as much in the development of the questionnaire as in the analysis of results. Interview?! fulfilled perfectly my expectations in satisfaction surveys. I would like to use this for supplier evaluations. The project is in contemplation. Other uses seem interesting to us but are not as of yet in progress : training evaluations, knowledge quizzes...