



# Quality by principle

*Our last satisfaction survey proves it !*

**95 %** of our clients confirm their satisfaction about our services.

**85 %** estimate that our franchisees show initiative.

**88 %** have appreciated our franchisees for their human qualities (courtesy, discretion, kindness).

**94 %** of our clients were also convinced by the efficiency and the know-how of our franchisees.

**90 %** have recognized the efficiency of our biodegradables' products.

**94 %** of our clients do completely trust us.

Finally, our customers' service was plebiscited by **98 %** of our clients and **76 %** recommend us to their circle.

These data were extracted from the findings of our last survey satisfaction; sent in June 2009 to the totality of clients who called upon Ménage-Pro<sup>SM</sup> services over the year 2009. Ask for complete findings of our large satisfaction survey by contacting our customers' service.