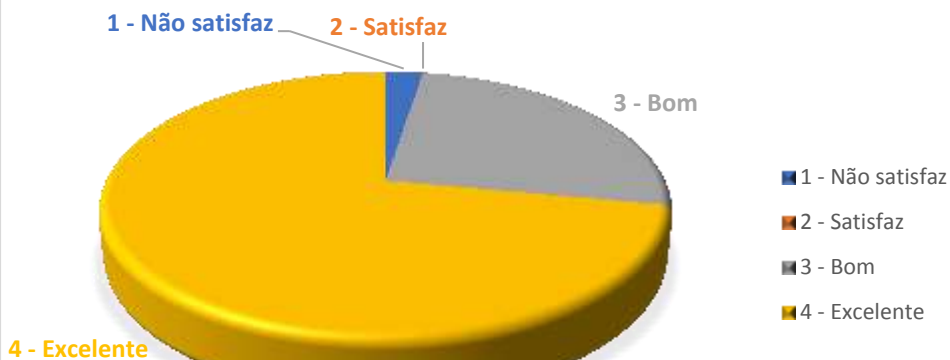


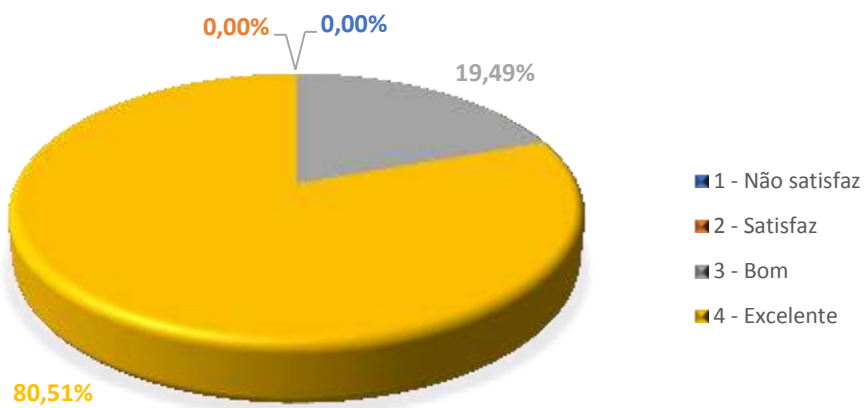
3.1 - LIMPEZA DO ESPAÇO



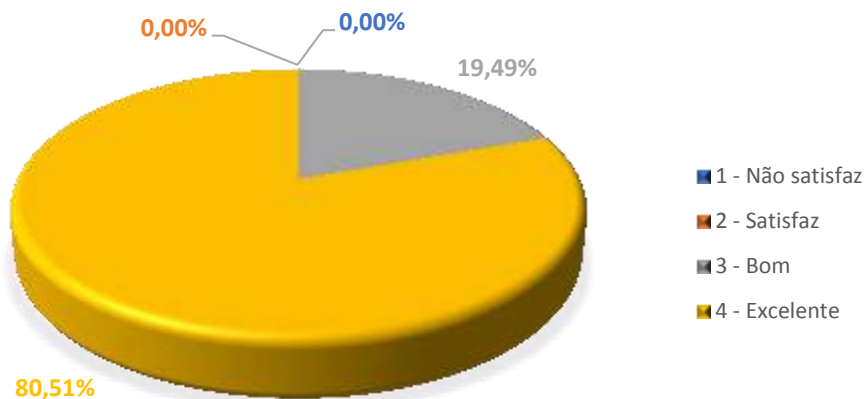
3.4 - ESPAÇO FÍSICO DISPONÍVEL



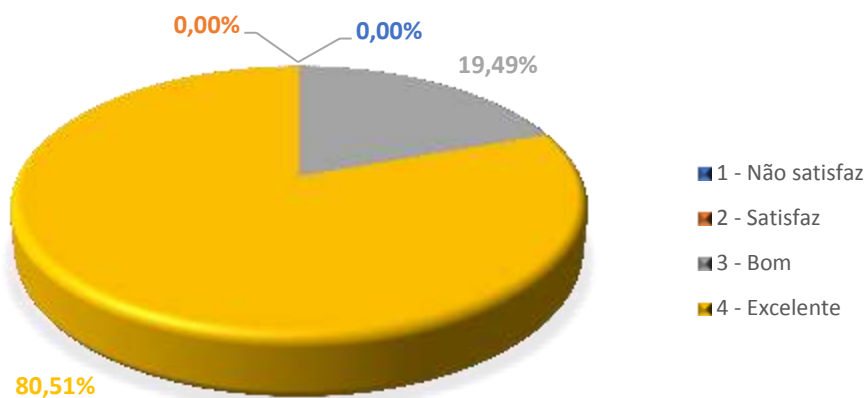
3.7 - CLAREZA DO ATENDIMENTO



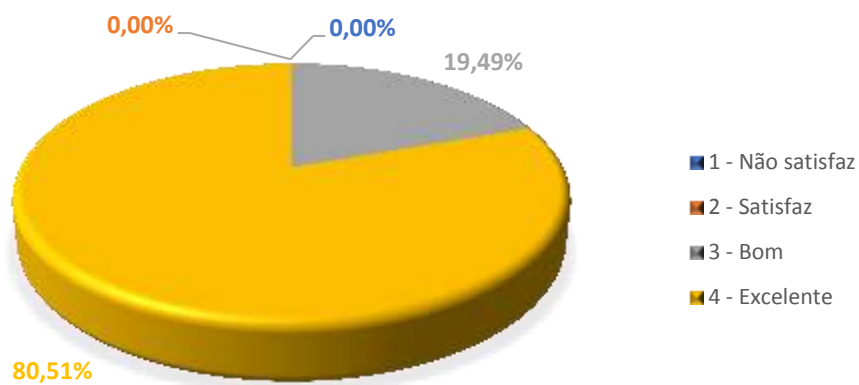
3.10 - INFORMAÇÕES PRESTADAS



3.13 - OS HORÁRIOS DE ATENDIMENTO



3.16 - QUAL O SEU GRAU DE SATISFAÇÃO GLOBAL



3.2 - IDENTIFICAÇÃO DOS FUNCIONÁRIOS



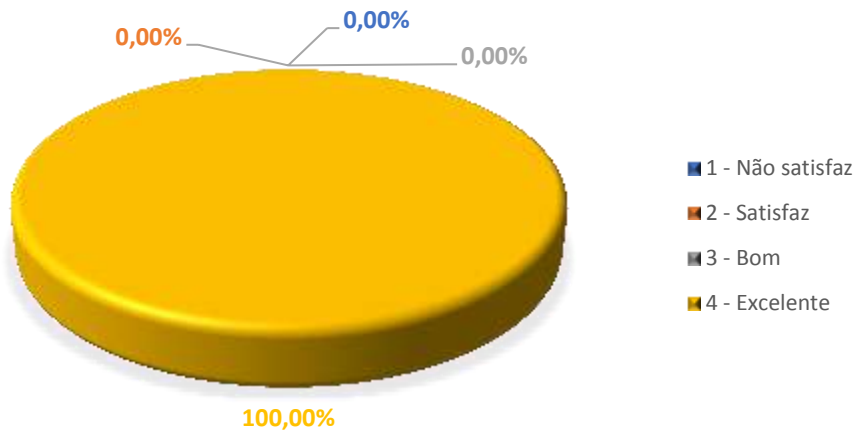
4 - Excelente

3.5 - CORTESIA DO ATENDIMENTO



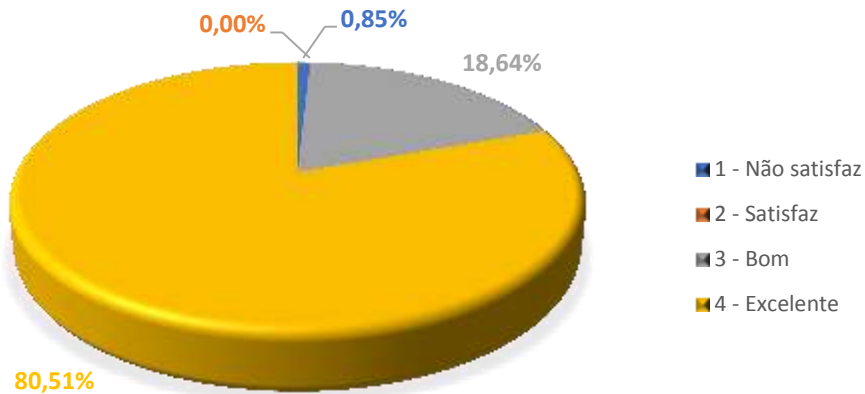
4 - Excelente

3.8 - TEMPO DE ESPERA PARA ATENDIMENTO

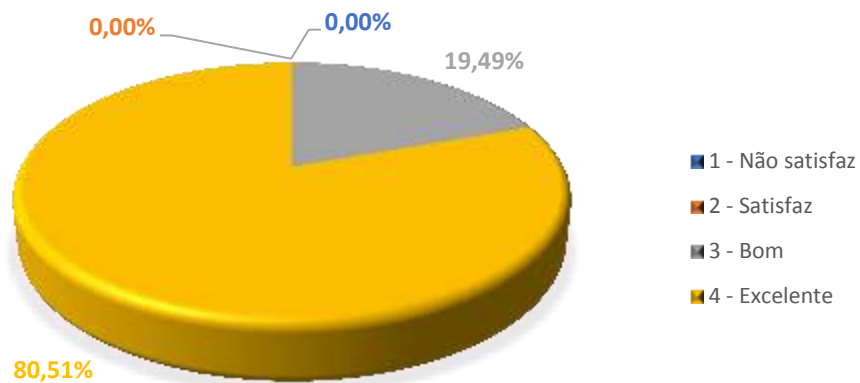


54,24%

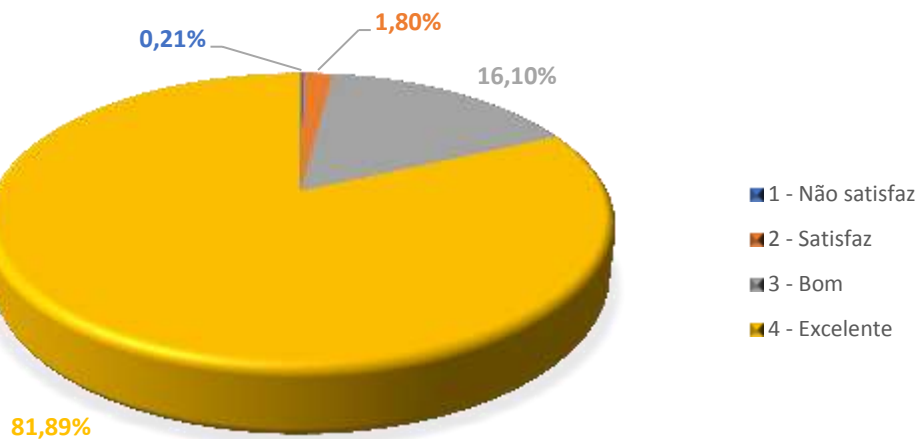
3.11 - SERVIÇO PRESTADO SEM ERROS



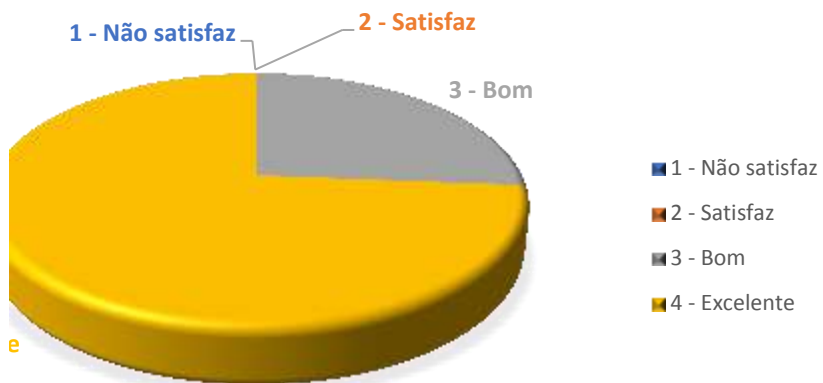
3.14 - OS FORMULÁRIOS DISPONÍVEIS NO WEB SITE



ÍNDICE DE SATISFAÇÃO GLOBAL



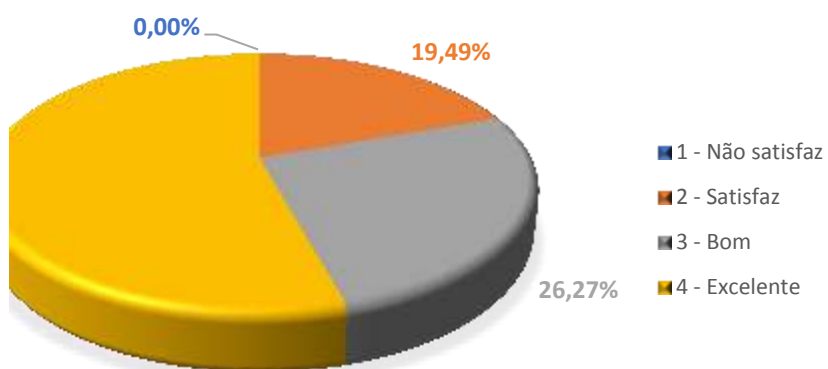
3.3 - SINALÉTICA DOS SERVIÇOS PRESTADOS



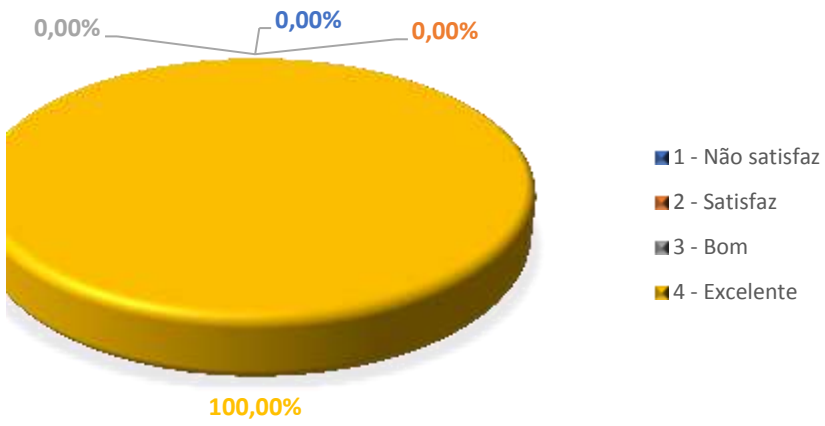
3.6 - RECETIVIDADE DO ATENDIMENTO



3.9 - TEMPO DE RESPOSTA ÀS SOLICITAÇÕES



3.12 - SIMPLIFICAÇÃO DOS REQUERIMENTOS



3.15 - AS INFORMAÇÕES DISPONÍVEIS NO WEB SITE

