



Città di Alessandria

Servizio Controllo di Gestione e Qualità

# Estate Ragazzi

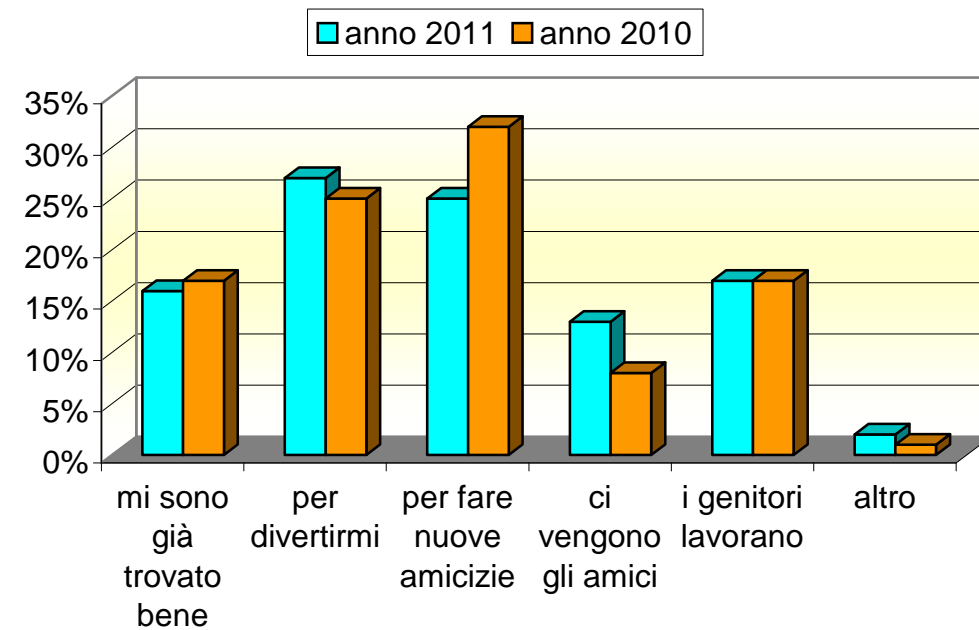
## Confronto Edizioni 2011 - 2010

### Customer Satisfaction

febbraio 2012

CENTRO STAMPA COMUNALE

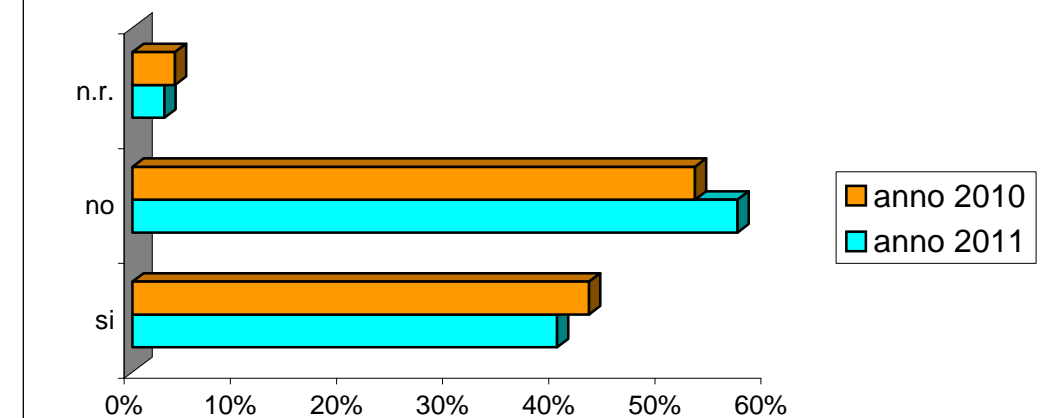
### *perchè ci sei venuto?*



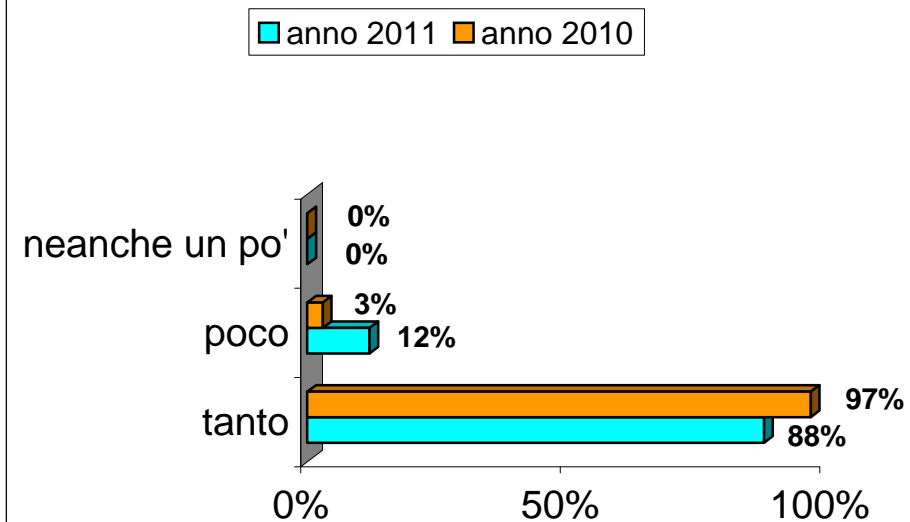
## **Centri Estivi**

### *Le risposte dei bambini*

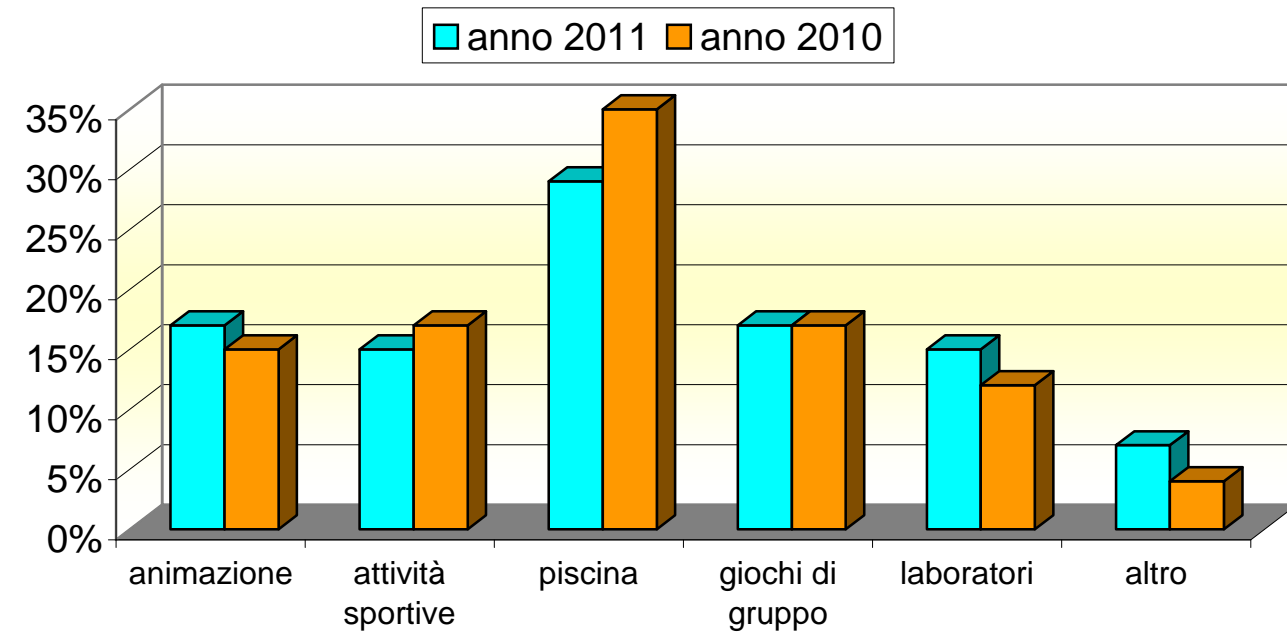
#### *è il primo anno che partecipi?*



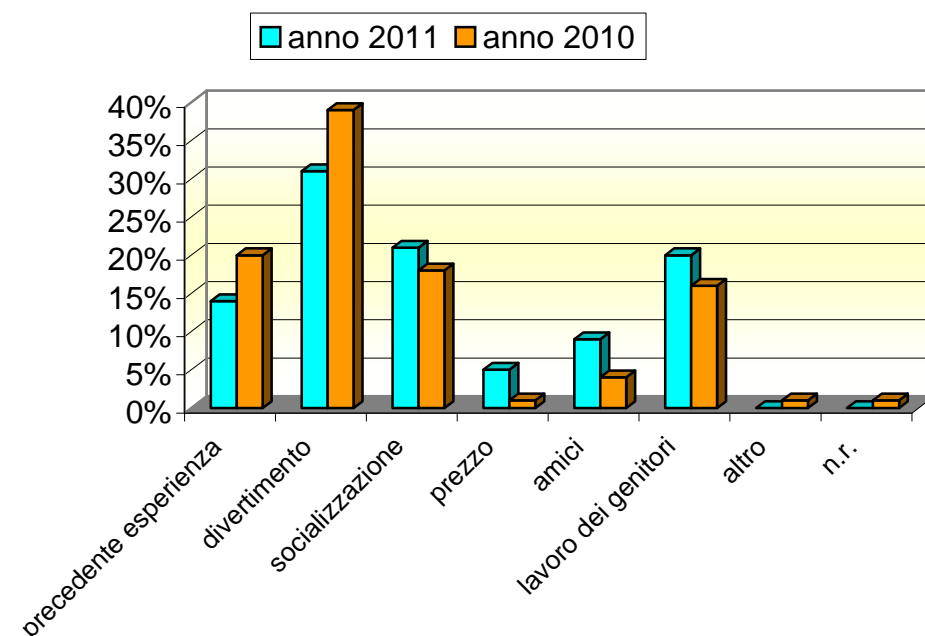
#### *ti è piaciuto questo turno?*



#### *quali attività ti sono piaciute di più?*



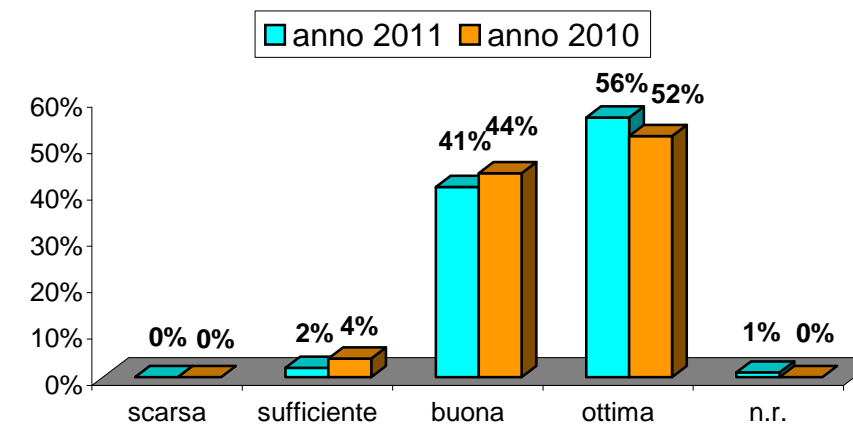
### *i "perché" dell'iscrizione*



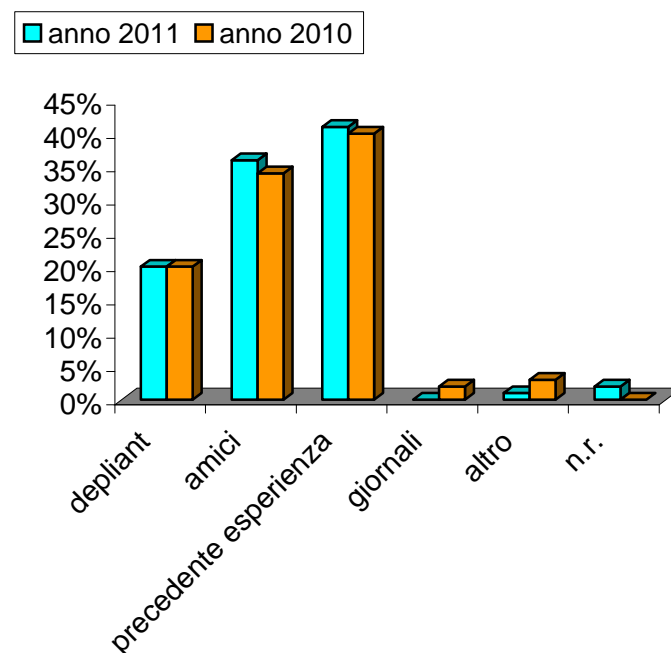
## Centri Estivi

### Le risposte dei genitori

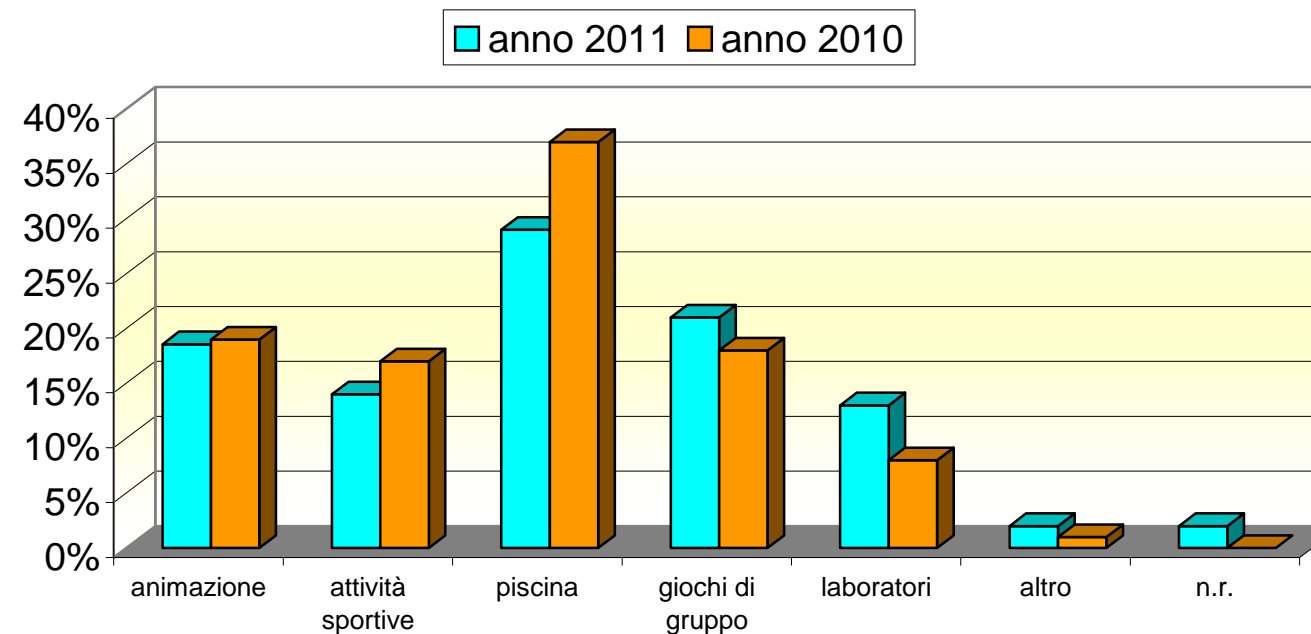
#### *come giudica l'organizzazione?*



#### *com'è venuto a conoscenza del servizio?*

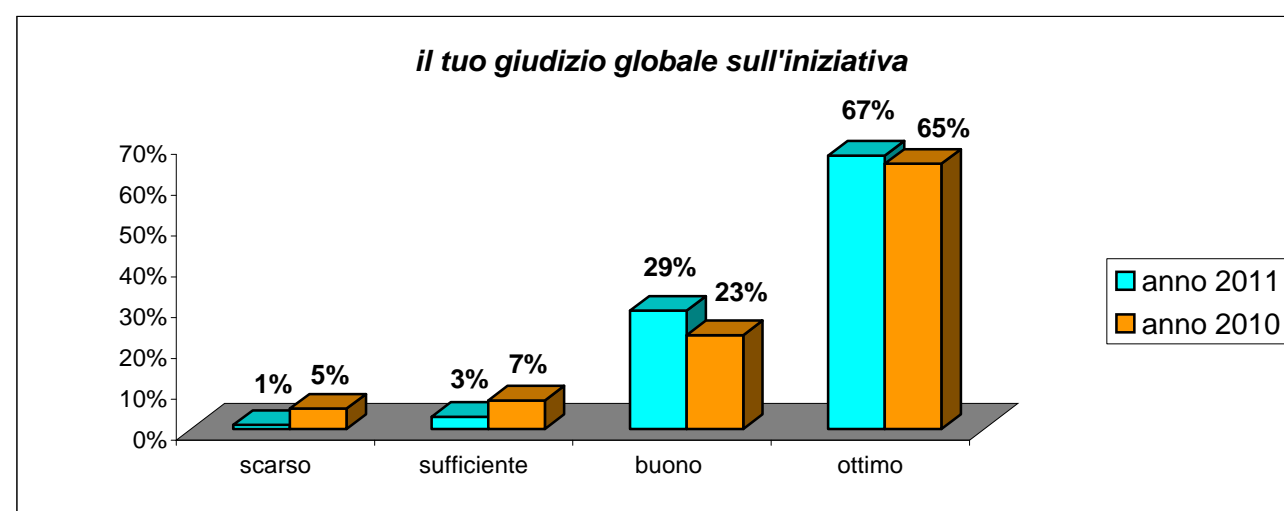
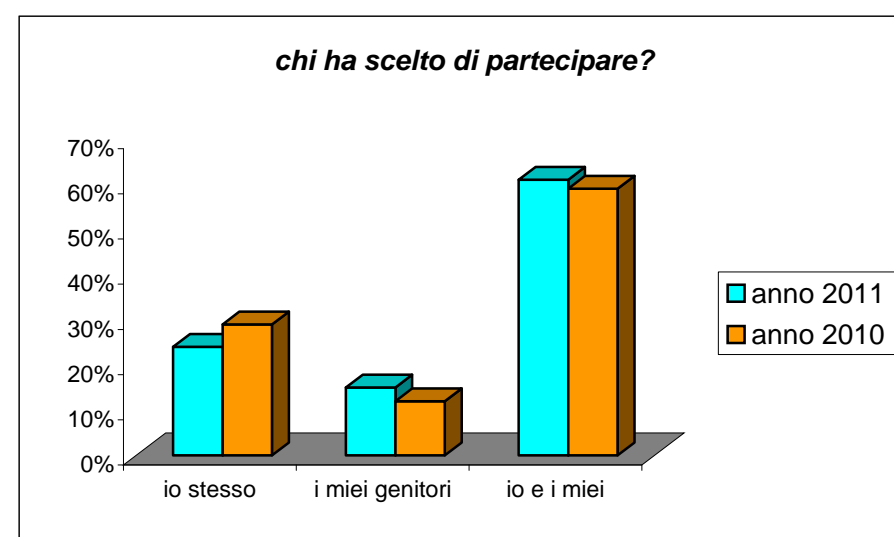
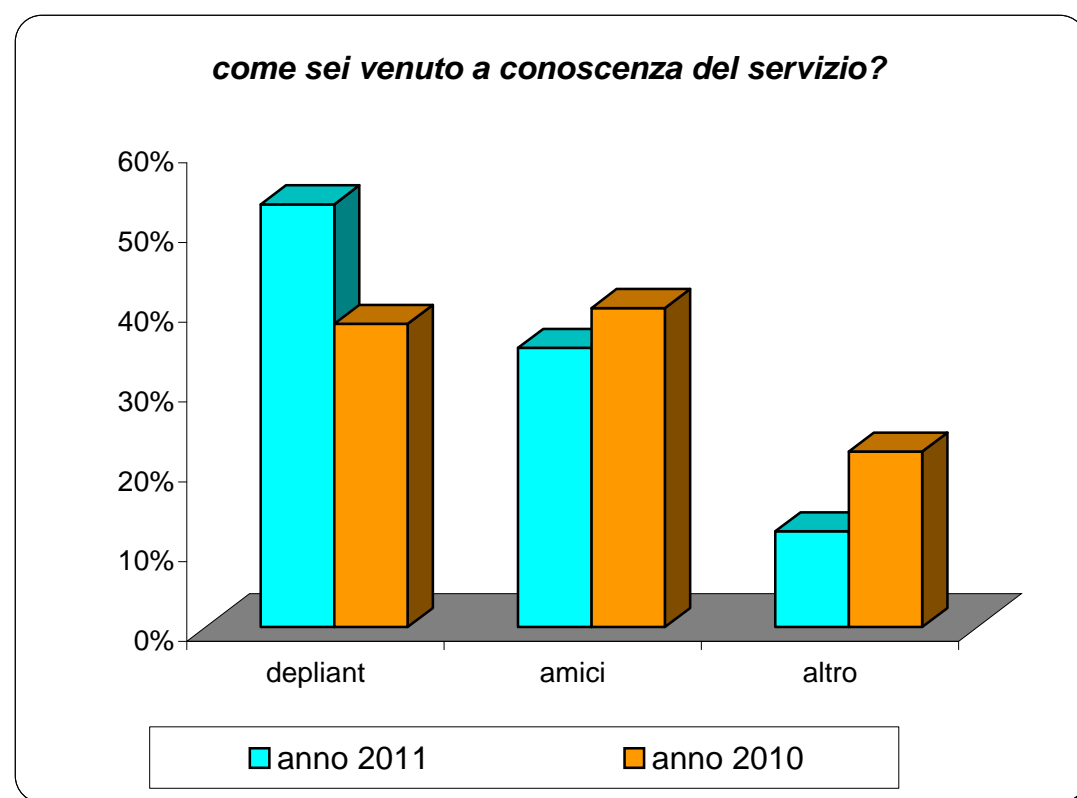
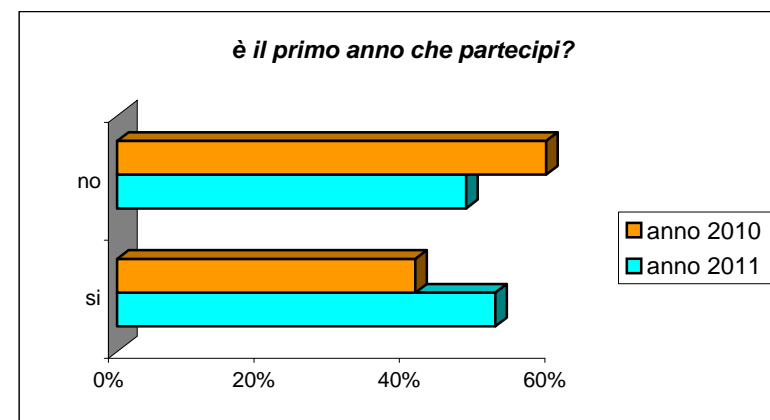
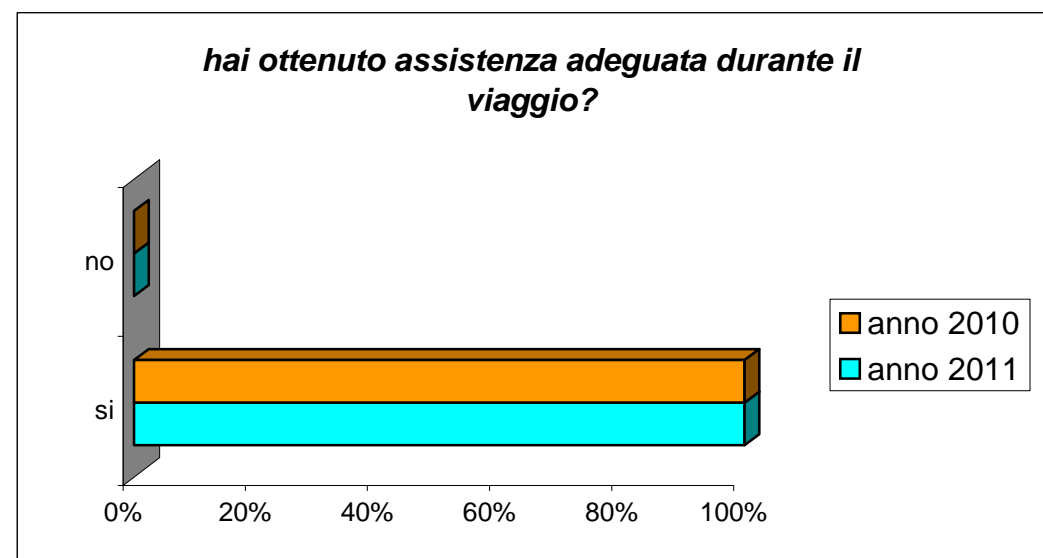


#### *quali le attività preferite dal bambino?*



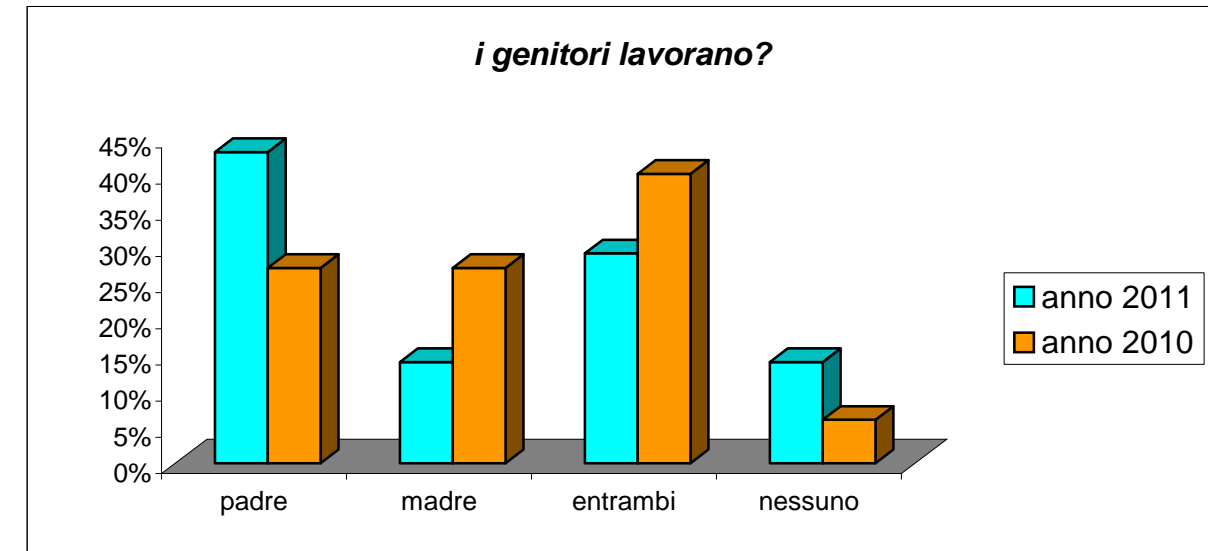
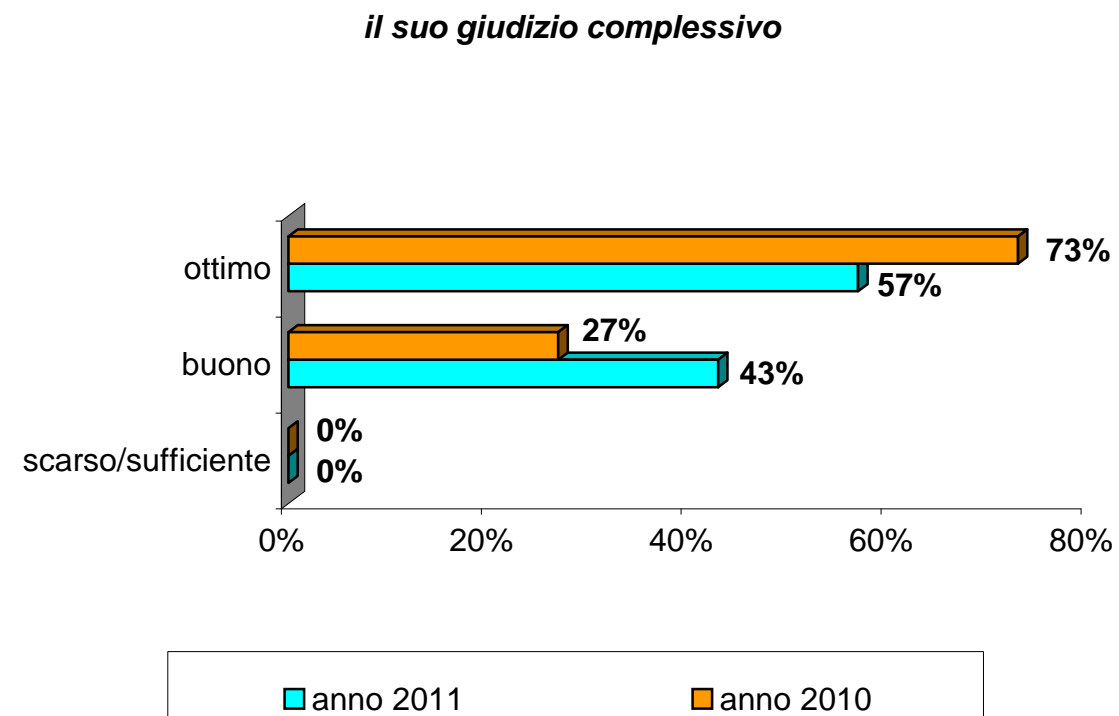
# Semiresidenziali

## Le risposte dei ragazzi

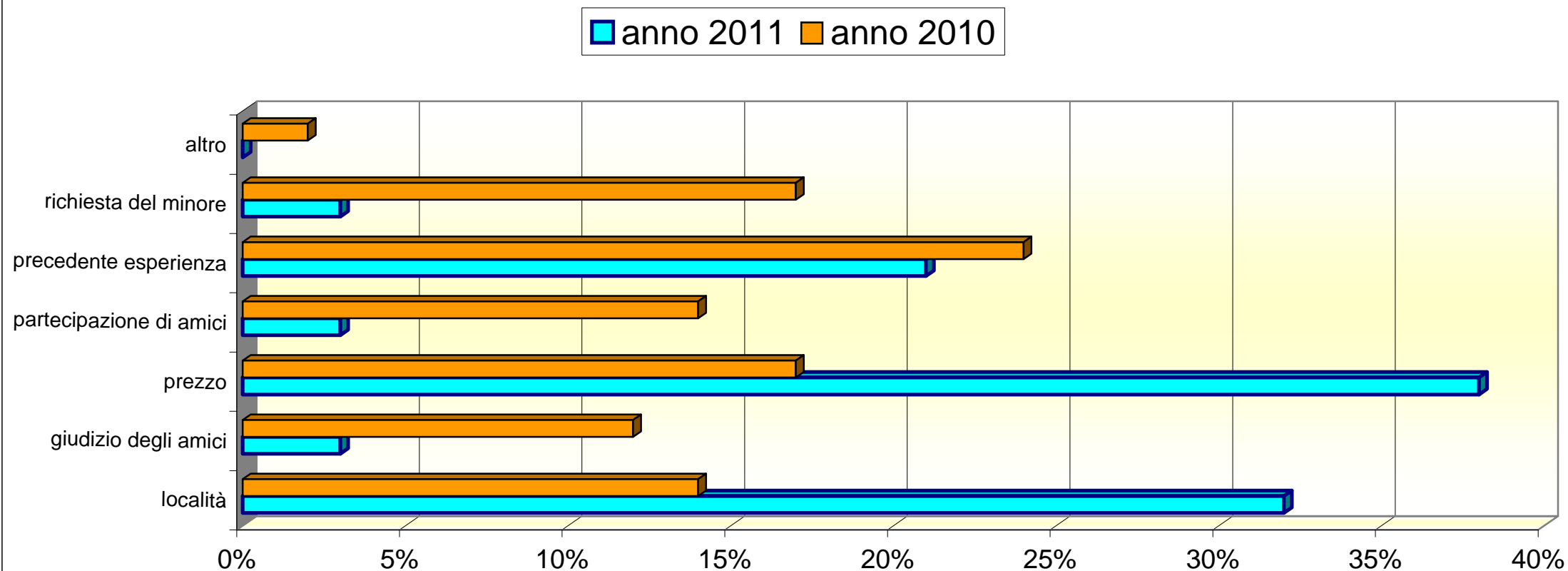


## Semiresidenziali

### Le risposte dei genitori



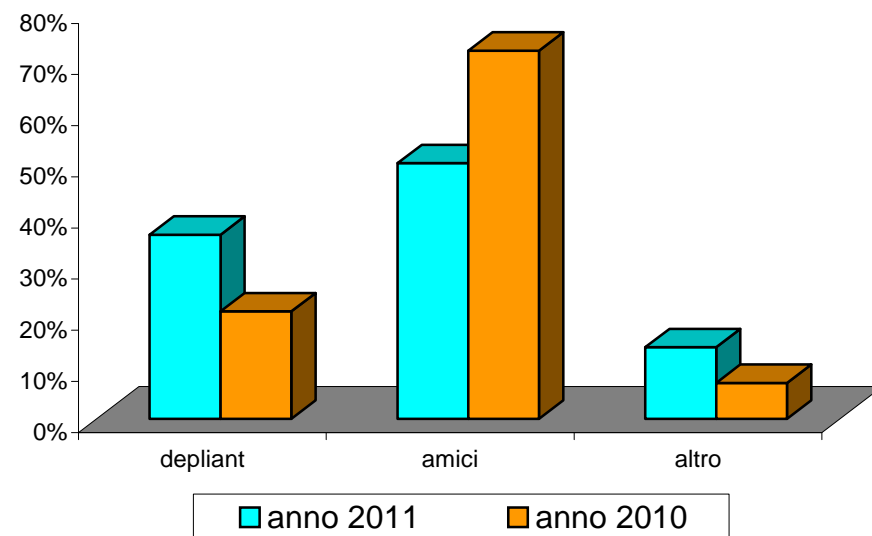
### gli elementi importanti nella scelta della vacanza



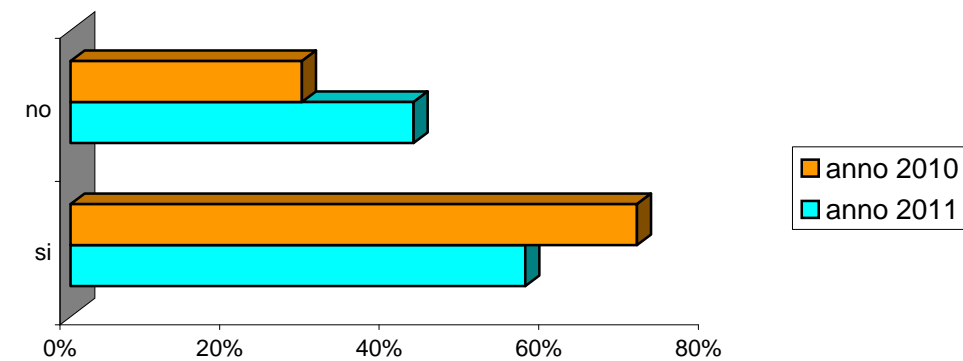
# Soggiorni

## Le risposte dei ragazzi

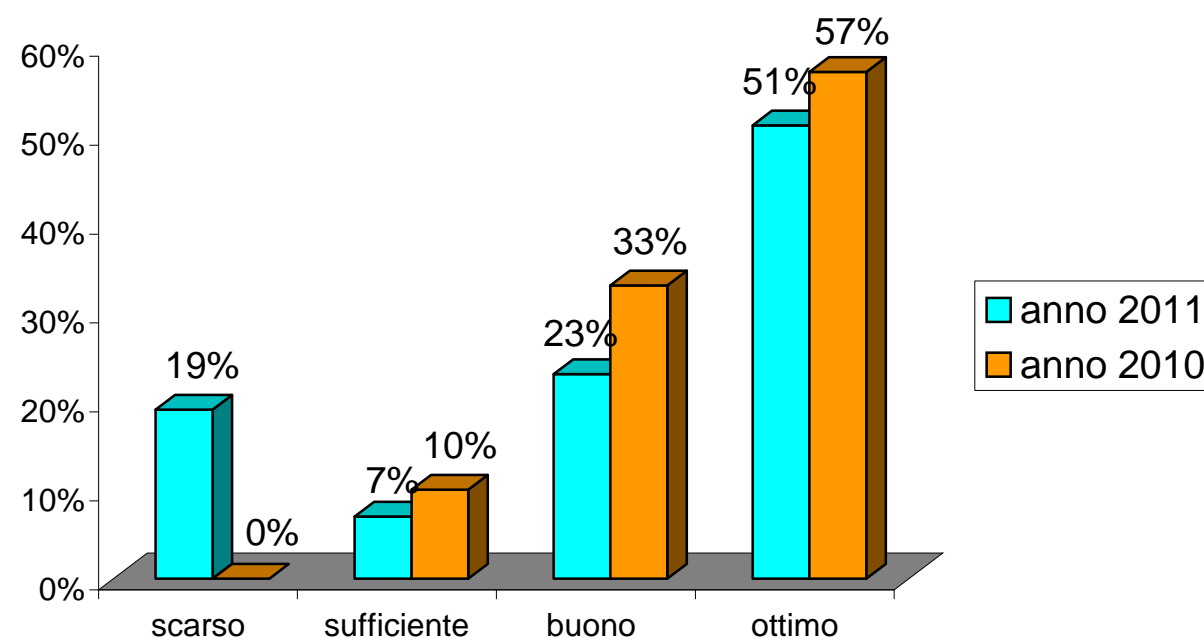
*come sei venuto a conoscenza del servizio?*



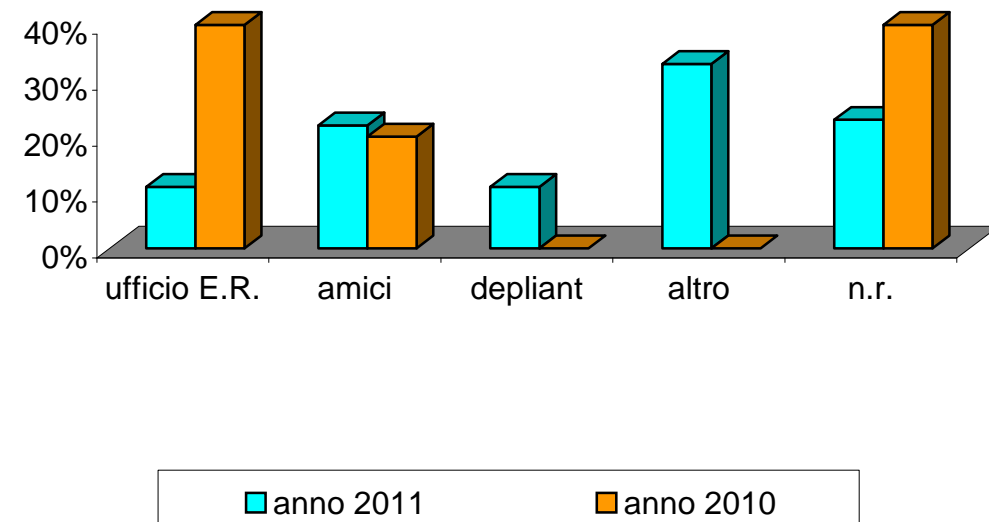
*è il primo anno che partecipi?*



*il tuo giudizio globale sull'iniziativa*



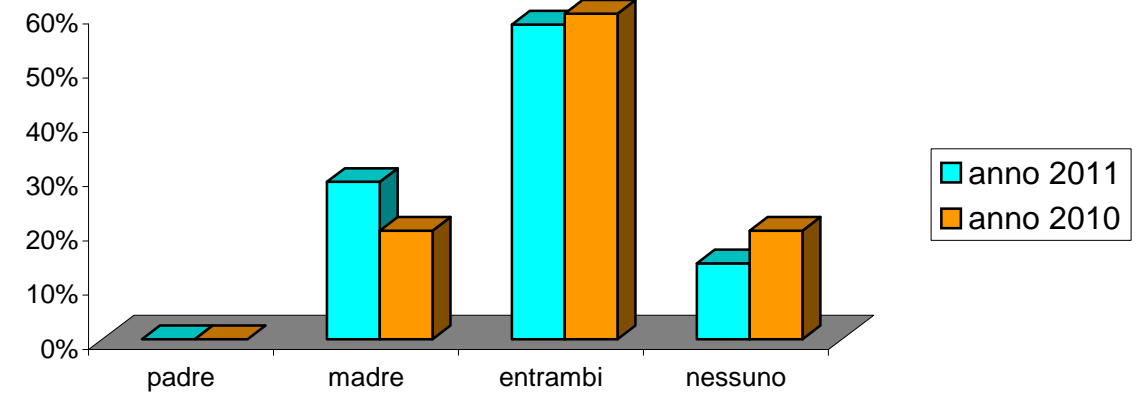
*com'è venuto a conoscenza del servizio?*



## Soggiorni

### Le risposte dei genitori

*i genitori lavorano?*



*il suo giudizio complessivo*

