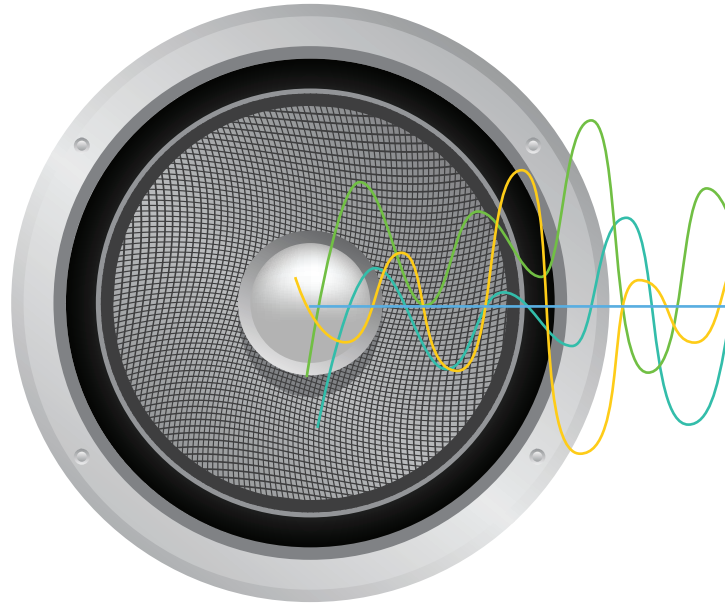


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Digital

**Do you hear the
sound of silence?**

D.Quality



Perceived quality to listen to your clients' rhythm

Follow the beat &
anticipate the drop



CONTINUOUS PULSE

- Quickly identify dissonance in the client relationship
- Enable middle management to take preventive actions in sync with monthly reports

Amplify satisfaction
& find harmony



ANNUAL SURVEY

- Record overall client satisfaction
- Reach a broad and diverse audience
- Plan group-wide curative reactions

Measured quality to tune your instruments

Dance in your clients' shoes
& adjust your flow



UNANNOUNCED VISITS

- Reproduce real-life consumer experiences in your premises
- Gather objective and comparable feedback
- Ensure the harmony of your services across all contact points

Stay on pitch &
find the right melody



PHONE CALL ANALYSES

- Replicate and objectively assess real-life phone call experiences
- Analyze phone calls statistics (e.g. answered calls rate)
- Make sure you are hitting the right tone in your customer service

Compose your own symphony

- **Focus groups** and market positioning exercises
- **Market benchmarking**
- **Qualitative client interviews**, e.g. post specific customer journeys, product & pricing review
- Automated verification of **validity of customers' contact details** (phone & email)
- **Post phone call satisfaction** survey
- Data Quality analysis & **process optimization** (addressing error rates)
- D.Quality for your **internal services**, e.g. pulse surveys for training evaluation, phone call analysis of IT hotline, employee satisfaction surveys, etc.

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Break the silence with D.Quality

www.dquality.lu

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**Get on your client's
wavelength**

The image features three overlapping sine waves in green, teal, and yellow, all oscillating around a horizontal blue baseline. The waves are centered in the frame, with the text 'Get on your client's wavelength' overlaid on top. The green wave has the highest amplitude, followed by the teal wave, and then the yellow wave. The waves are out of phase with each other, creating a complex, layered visual effect.