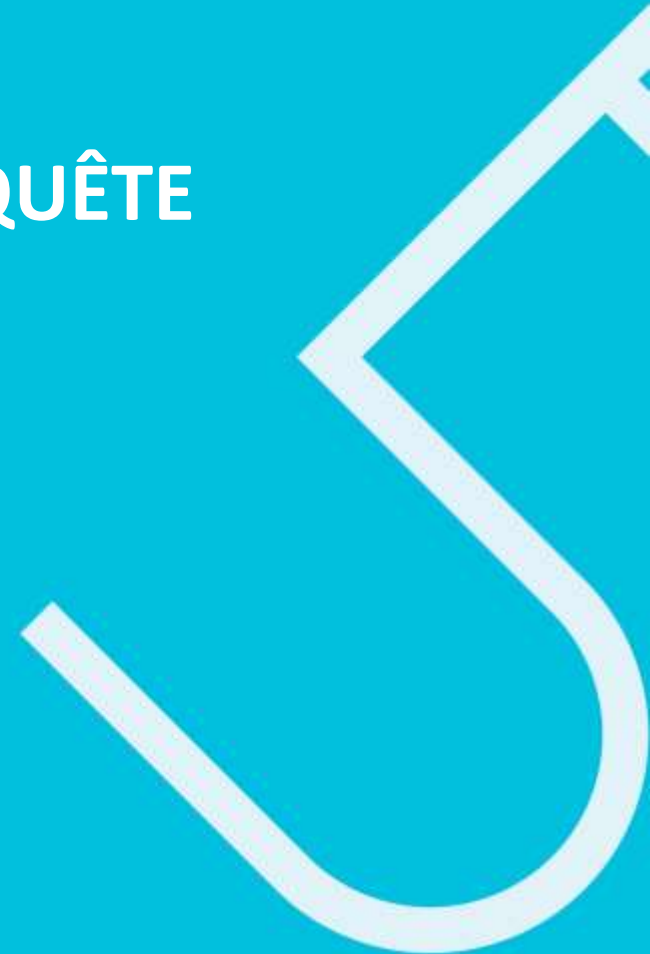


KLANTENTEVREDENHEIDSENQUÊTE TERVUREN



1. AANLEIDING



2. VOORBEREIDING



3. BIJSTURING



To measure
is to know.
If you can not
measure it,
you can not
improve it.

- Lord Kelvin

4. VERWERKING



5. BETREKKING



TOERISME

6. EVOLUTIE

