

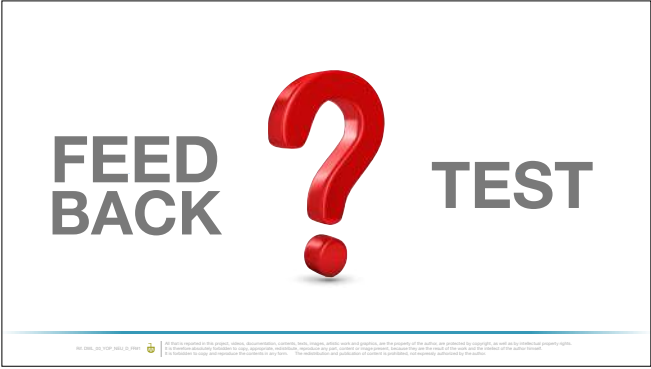
USE

your

voice



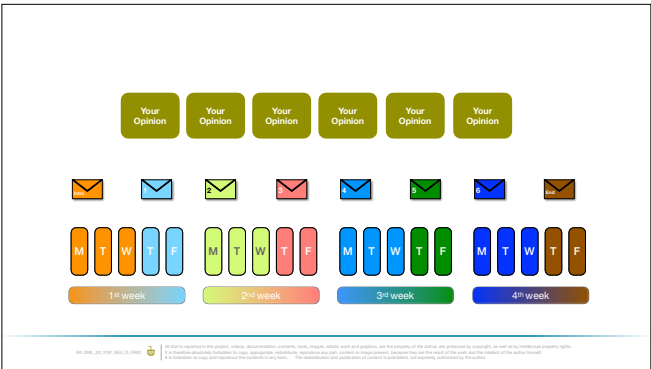
**Votre opinion**



Comment demander un retour d'information aux participants sans que cela soit perçu comme un test ?



Nous avons donné la priorité à la qualité des données collectées et à l'amélioration de l'apprentissage.



Tout au long de la formation, de petits modules "Votre opinion" sont utilisés à cette fin.



Chaque activité permet au participant d'exprimer son opinion, de manière anonyme, en répondant à trois questions d'une manière nouvelle.



Aucune réponse n'est fautive, mais une seule est particulièrement juste. Il ne s'agit pas d'un test, mais d'une manière de renforcer l'apprentissage du participant.

**Your opinion**  
*(optional, for personal certificate)*

**Results** Score: **86.7%**  
20/23 points

**The end customer ...**

- This is whoever buy or uses our products or services
- Anyone who deals with our products or services
- Only who buys our products or services

**The direct customer ...**

- Can be internal or external to the company (intermediary)
- It is whoever uses the fruits of our labour
- It may coincide with the final customer

**The two important aspects for the customer are:**

- Experience and contact
- Experience and quality
- Contact and product/service

**The end customer ...**

- This is whoever buy or uses our products or services
- Anyone who deals with our products or services
- Only who buys our products or services

**10/10 points**  
**Yup! Having clear who benefits from the fruit of our work allows us to focus our energies on what is most important**

**The direct customer ...**

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- It is whoever uses the fruits of our labour
- It may coincide with the final customer

**10/10 points**  
**Yes! colleagues, other departments: who uses the fruit of our work?**

**The two important aspects for the customer are:**

- Experience and contact
- Experience and quality
- Contact and product/service

**6/10 points**  
**True, quality is important, but it depends on the**

Il peut en effet vérifier immédiatement ses réponses, ce qui lui permet de mieux comprendre ce qu'il a appris.

**Your opinion**  
*(optional, for personal certificate)*

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**10/10 points**  
**Yup! Having clear who benefits from the fruit of our work allows us to focus our energies on what is most important**

En fonction de la réponse, un retour d'information approprié est donné pour améliorer la compréhension du sujet.

**Your opinion**  
*(optional, for personal certificate)*

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**CERTIFICATE of ATTENDANCE**

This certificate is awarded to:

**John Brown**

10 participations in training course

Good Time

Cert. no.: 423-4232-34232

Date: 03/04/23

Le participant n'est pas obligé de répondre, mais s'il le fait, il recevra un certificat de participation à la fin du cours.

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