



Reports

SURVEY ABOUT EMPLOYEE SATISFACTION

The ID Factory srl considers its employees and collaborators as an indispensable resource for its

existence and future development. For this reason, it annually carries out a survey aimed at

assessing the satisfaction and involvement of its employees, with the aim of improving the aspects

that received a poorer evaluation.

Collaborators are asked to give a score from 1 to 10 to the various evaluation areas, where 1

indicates the minimum score and 10 the maximum score.

Below the scores obtained:

EVALUATION FIELDS	SCORE	OBJECTIVE
Comfort	9.5/10	10/10
Relationship with colleagues	9/10	9/10
Managers work	9/10	9/10
Fairness of treatment	9.5/10	10/10
Partecipation and envolvement	8.6/10	9/10
Satisfaction	8.3/10	9/10
Challenging work	8.7/10	9/10
Contribution to the corporate mission	8.6/10	9/10
Team-work	9/10	9/10
Pride of being part of the company	9.2/10	10/10
Stress Level	6/10	9/10
Professional growth	9.3/10	10/10
Remuneration	8.5/10	9/10
Recommend the company	9.3/10	9/10
Non-Discrimination	8.8/10	10/10
General score to the company	9.2/10	9/10
Overall score	8.7/10	9.3/10

SURVEY ABOUT CUSTOMER SATISFACTION

The ID Factory carries out an annual questionnaire aimed at customers, with the aim of measuring their level of satisfaction. The survey makes it possible to discover the needs and expectations of customers and to identify the mistakes made and the shortcomings perceived by the customers themselves with the aim of implementing improvement interventions and drawing useful ideas and suggestions.

The customers were asked to give a score from 1 to 3 to six different evaluation areas:

- Score 1 means dissatisfaction
- Score 2 means impartiality
- Score 3 means satisfaction

Below the score obtained

EVALUATION FIELDS	SCORE
Service provided	2/3
Customer Support	2.1/3
Usability of the platform	1.9/3
Professionalism	2/3
Staff competence	2.2/3
General opinion about the company	2/3
Overall score	2/3

*I thought becoming myself
was improving each part
piece by piece*

*But it was finding
a hidden wholeness
seeing the fractures
as the design*

—BRIANNA WIEST