

Customer satisfaction Measurement 2024



CUSTOMER
EXPERIENCE



Our Customer Satisfaction Scores for Sales in 2024

			 Commercial Vehicles	 SKODA	 SEAT
Score CEM (1 to 5)	4,52	4,58	4,34	4,59	4,55
Score NPS	61,7	65,6	48,9	65,3	66,6
Base	9.579	10.549	1.669	5.553	732

Our Customer Satisfaction Scores for Aftersales in 2024

			 Commercial Vehicles	 SKODA	 SEAT
Score CEM (1 to 5)	4,41	4,39	4,28	4,3	4,31
Score NPS	54,78	50,81	42,05	45,66	42,75
Base	23.482	33.089	4.320	10.196	3.030