

# Customer Relations Management

GRI	Required Data	Unit	Data Collection Period			
			2017	2018	2019	2020
<b>Customer Relations Management</b>						
-	Customer satisfaction result	%	3.27	3.3	3.3	3.3
	Data coverage	% of direct customers	100	100	100	100
	Customer satisfaction target at fiscal year	Numerical	3.27	3.3	3.3	3.3