

Bedeutung der Kundenzufriedenheit

Was würden Ihre Kunden empfehlen?

Die Kundenzufriedenheit lässt sich mit einer einfachen Frage klären. Fragen Sie Ihren Kunden: „Würden Sie unser Produkt, unseren Service oder unser Unternehmen weiterempfehlen?“

Das Maß zur Weiterempfehlung ist für viele Unternehmen entscheidend, wenn es um die Zufriedenheit der Kunden geht. Die Empfehlungsrate oder der Net Promotor Score ist für diese Unternehmen eine wichtige Schlüsselkennzahl. Ein Kunde, der das Unternehmen und seine Leistungen nicht weiterempfiehlt, ist offensichtlich unzufrieden; für das Unternehmen ein wichtiges Signal, dass die Leistung nicht in Ordnung ist.

Allerdings hilft dieser Indikator zur Kundenzufriedenheit oft nicht weiter. Denn es fehlen wichtige Informationen, aus denen das Unternehmen Aktivitäten und Maßnahmen zur Erhaltung oder Stärkung der Kundenzufriedenheit ableiten könnte. Diese Informationen betreffen:

- Die Rahmenbedingungen und die Situation des Kunden beim Kauf des Produkts müssen nicht für andere potenzielle Kunden in gleicher Weise vorliegen. Der Kunde wird dann zwar sagen, dass er mit dem Produkt zufrieden war, aber derzeit keine Möglichkeit sieht, dass andere das Produkt ebenfalls gebrauchen könnten.
- Der Kunde empfiehlt das Produkt nicht, weil er unzufrieden war. Er sagt aber nicht, warum er das Produkt nicht empfehlen würde; der Grund der Unzufriedenheit wird nicht sichtbar. Möglicherweise ist er selbst unzufrieden, empfiehlt das Produkt aber für andere Fälle dennoch weiter.

Der Indikator Weiterempfehlung, der oft zur Messung der Kundenzufriedenheit vorgeschlagen wird, ist also nicht immer oder nicht allein geeignet, die Kundenzufriedenheit zu messen.

Stichwort Kundenzufriedenheit

Die Kundenzufriedenheit setzt sich aus vielen verschiedenen Faktoren zusammen. Insbesondere leitet sie sich ab aus der Differenz zwischen der persönlichen

Handbuch Kundenzufriedenheit Handbuch Kundenzufriedenheit

Roman Wölfel



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