

## Customer Success Story – Check List

Topic	Description	For your eyes only -Not to be disclosed	No Info (X)
Name of customer			
Country			
Location of Plants / Sale			
Value of Order /Currency			
Time-Frame of fulfillment			
Industry			
Remarks on customer importance / weight in its National / International market			
New or existing customer?			
Commissioned through (direct, local partner, general contractor....)			
Selection (straight, competitive auction etc.)			
Delivery notes			
Product / Plant short description			
New Plant / improvement / update			
Main reasons of order			
Technology Replacement / standard upgrade			
Main benefits achieved or aimed			
Meaningful partners			

## FMC – Formule e Metodi di Comunicazione

<b>Main issues met / resolved</b>			
<b>Coordination / Project management</b>			
<b>Possible Logistic issues (delivery, transport, environmental impact, energy etc.)</b>			
<b>Company's further support (Training, finance etc....)</b>			
<b>Third party Support to be mentioned (State, international organizations, University etc.)</b>			
<b>Company's contact</b>			
<b>Customer contact</b>			
<b>Customer Quote (if any)</b>			
<b>Satisfaction / open issues</b>			
<b>Does customer require approval for publication?</b>			
<b>Additional notes</b>			
<b>Author</b>			
<b>Date</b>			