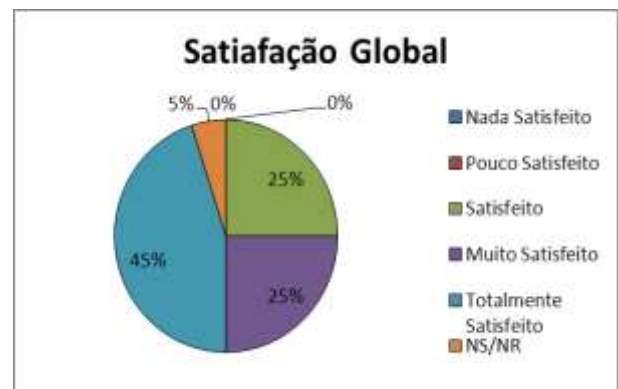
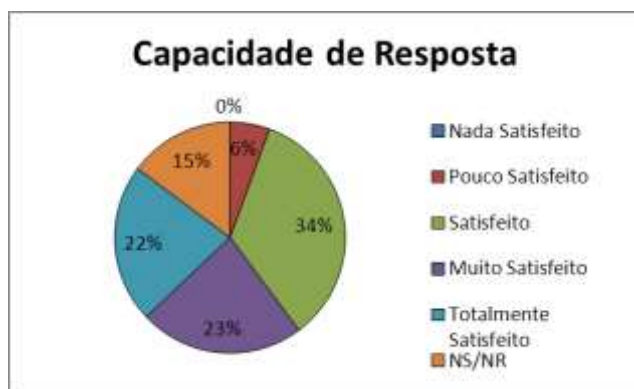
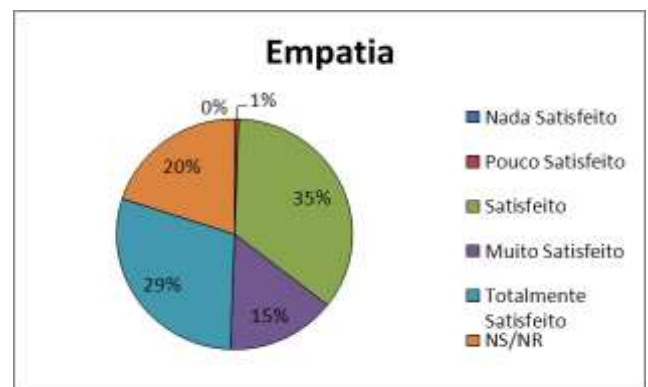
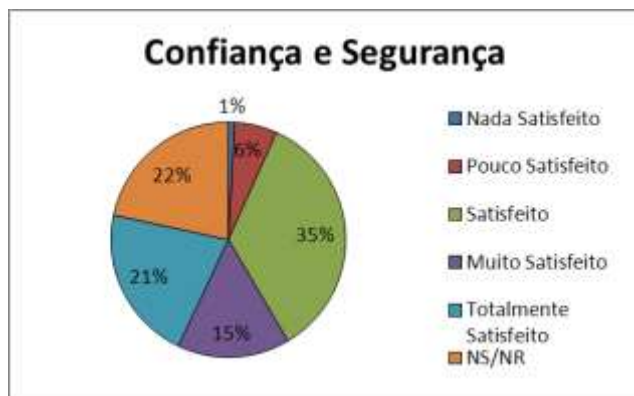
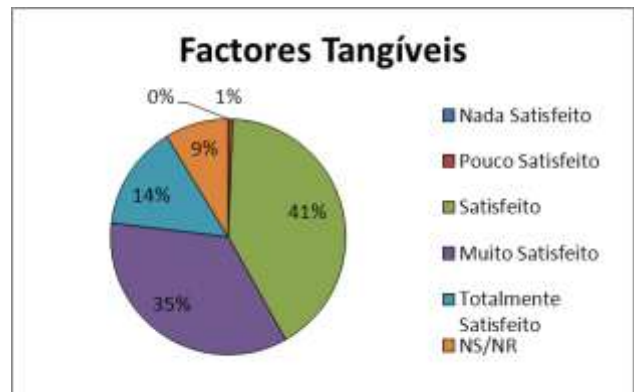
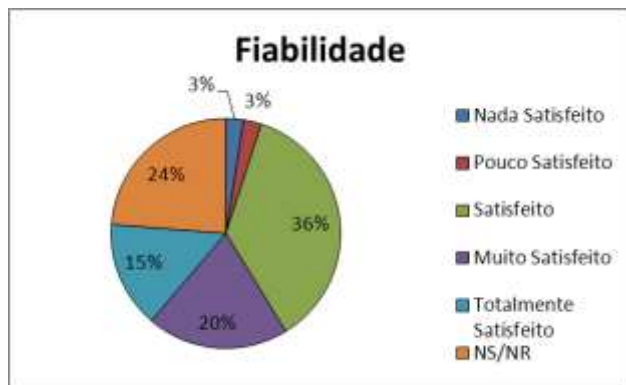


Taxa de clientes por cada nível de avaliação de acordo com as variáveis em estudo 2011



Taxa total de clientes com avaliação positiva (Satisfeito, Muito satisfeito e Totalmente satisfeito) e negativa (Nada ou pouco satisfeito) 2011

