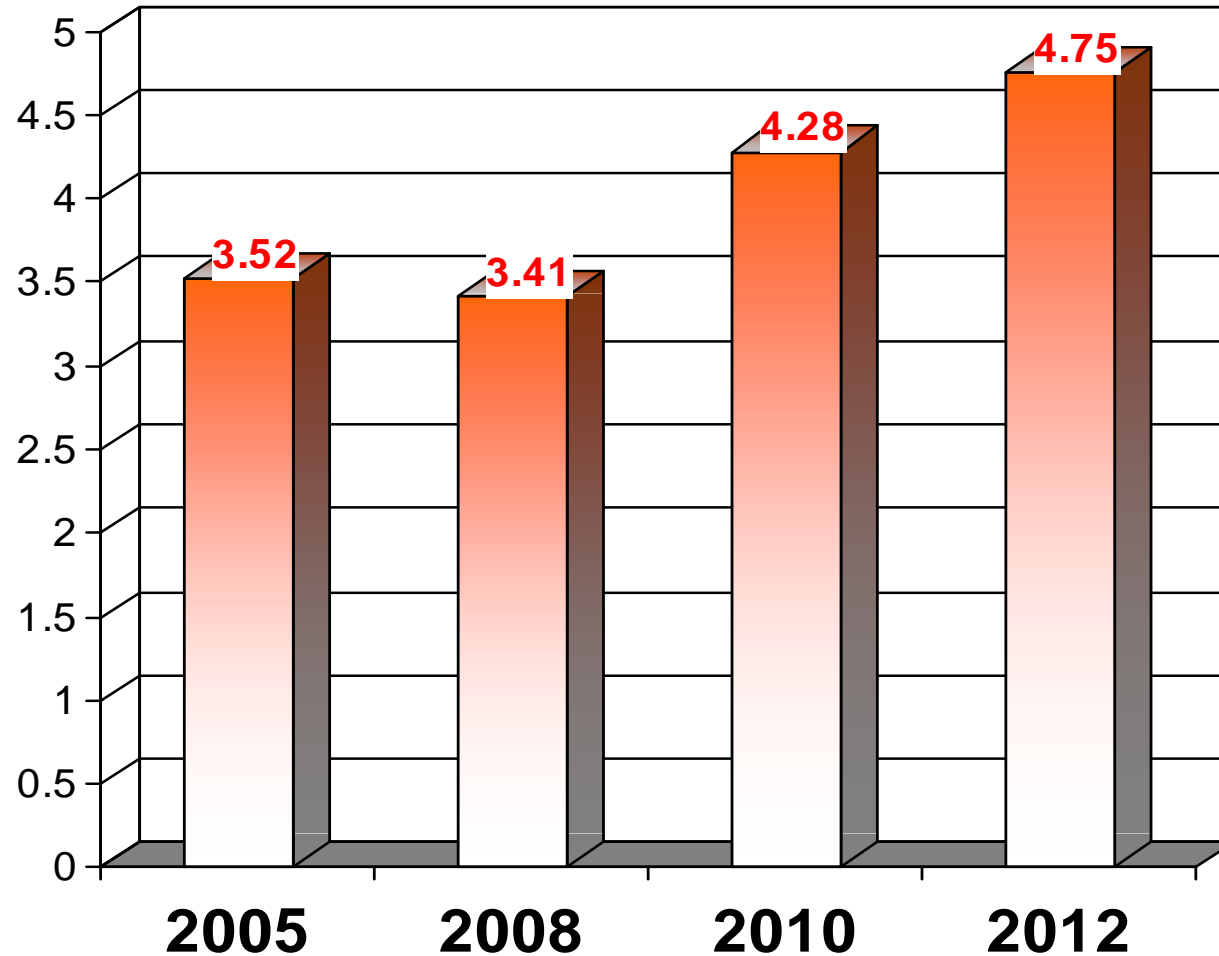


MSPA QUEUE SURVEY 2012

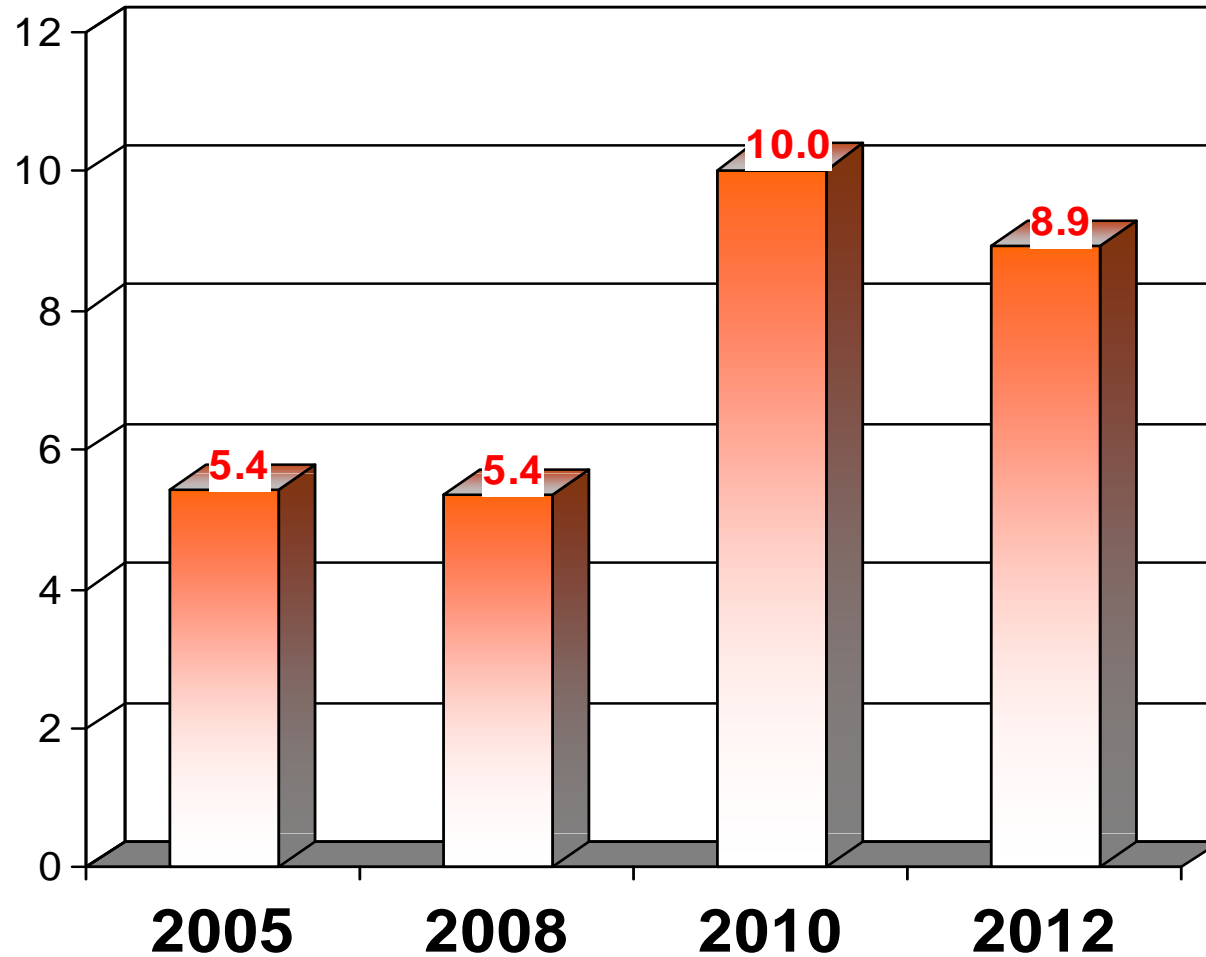
The MSPA Queue Survey
was conducted in the Spring
of 2012 by member
agencies of MSPA Europe.

2781 completed
assessments were accepted
for analysis.

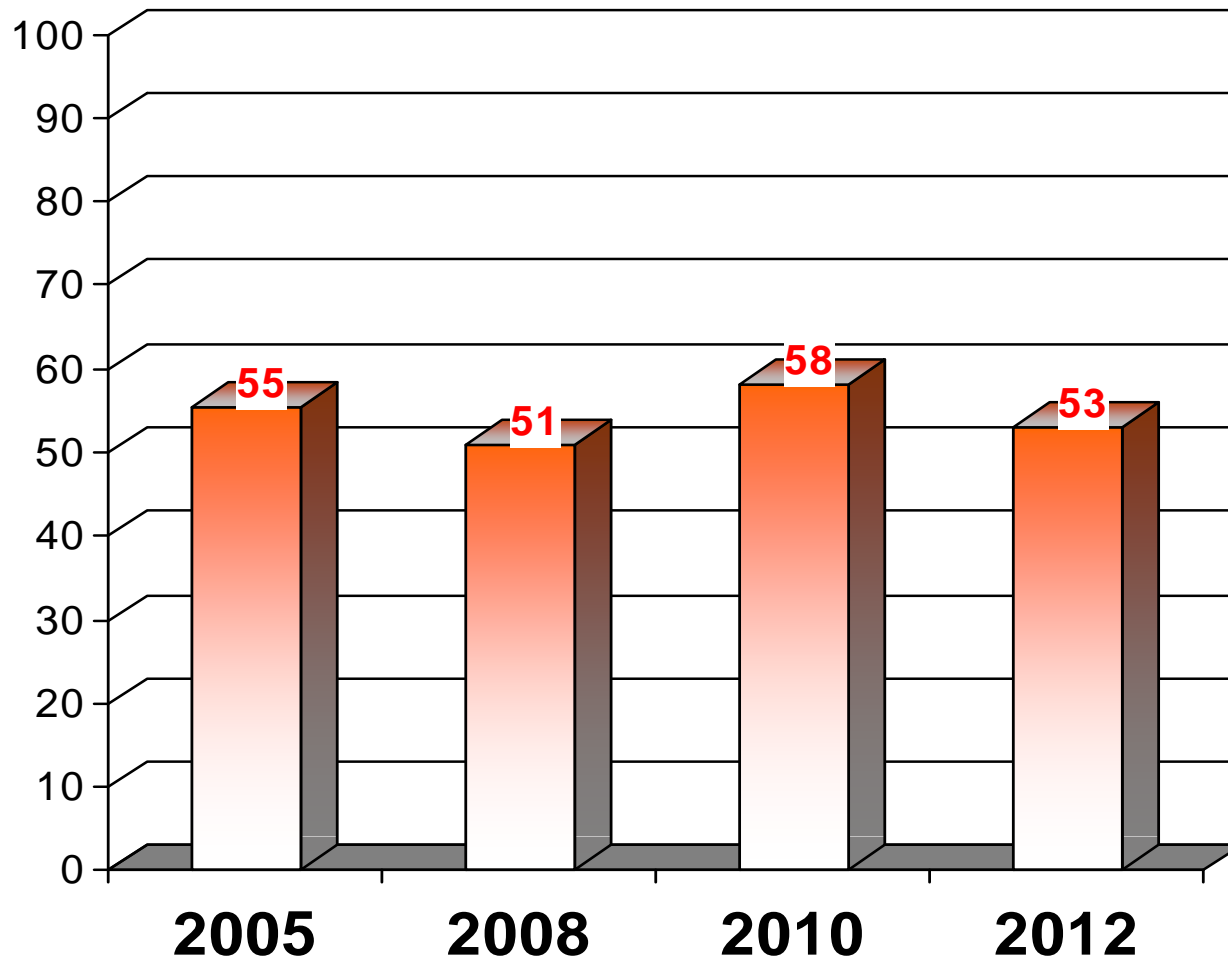
Mean Queue Length (customer groups)



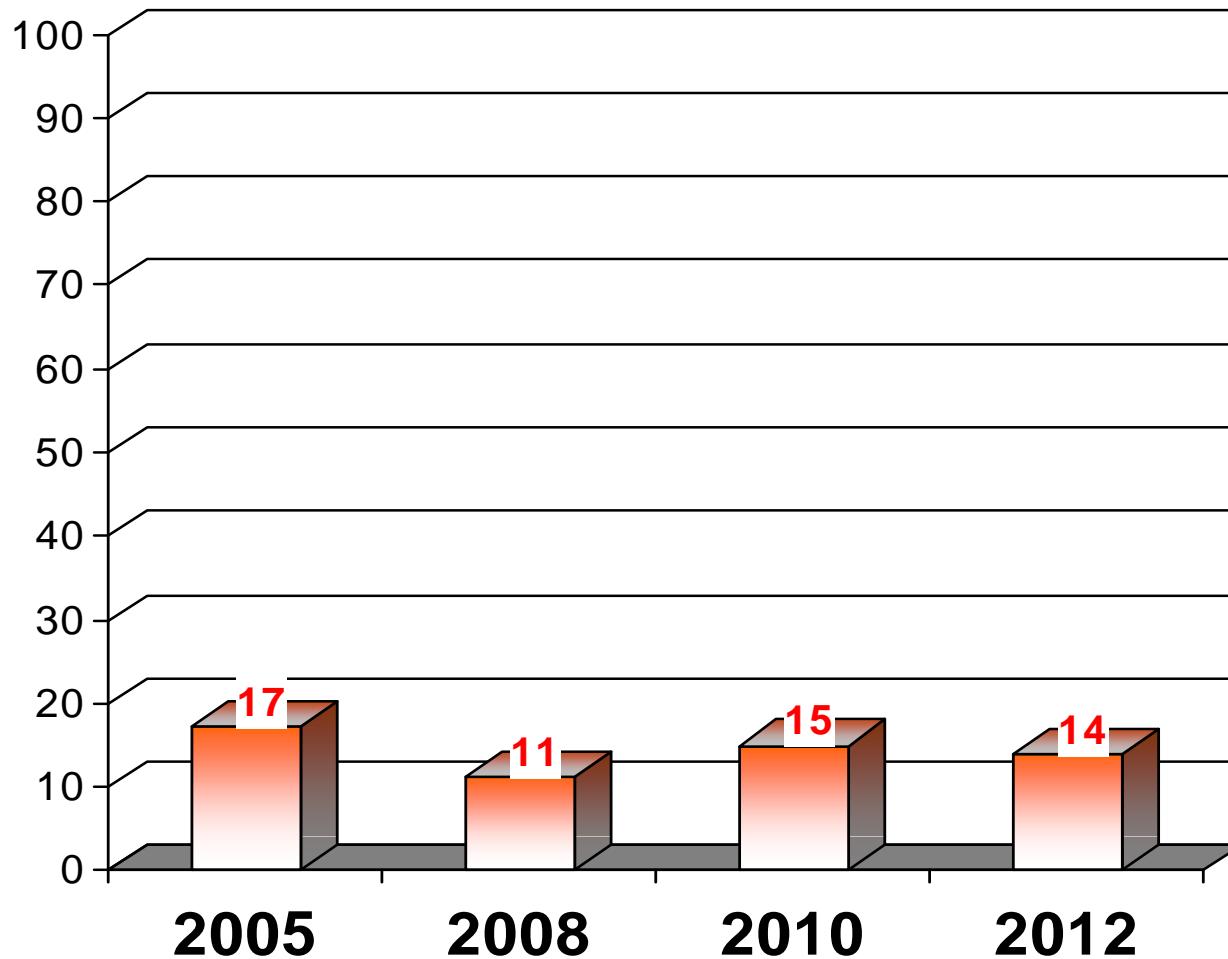
Mean Queue Time (mins)



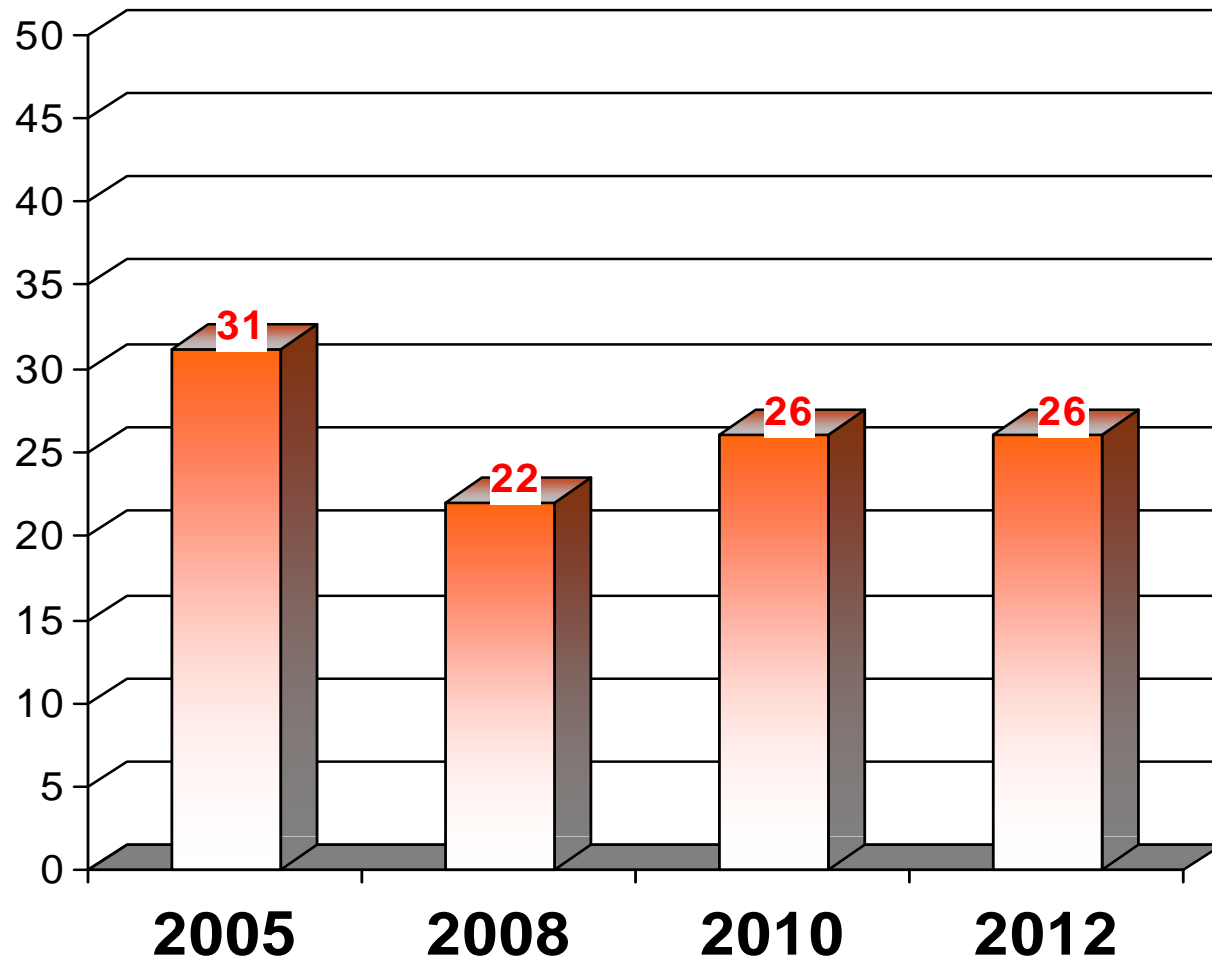
Could staff have acted to reduce queue?



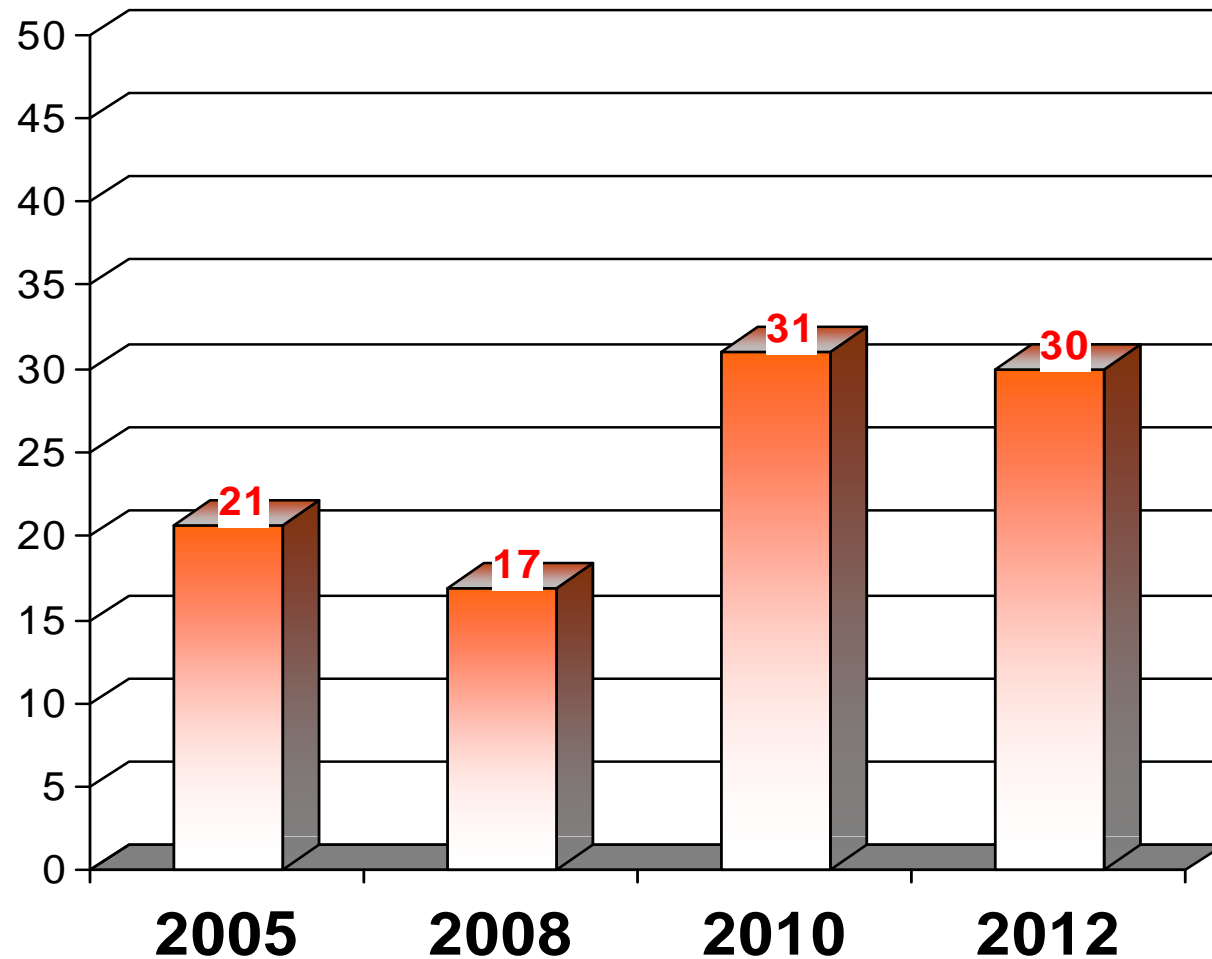
Did staff act to reduce queue?



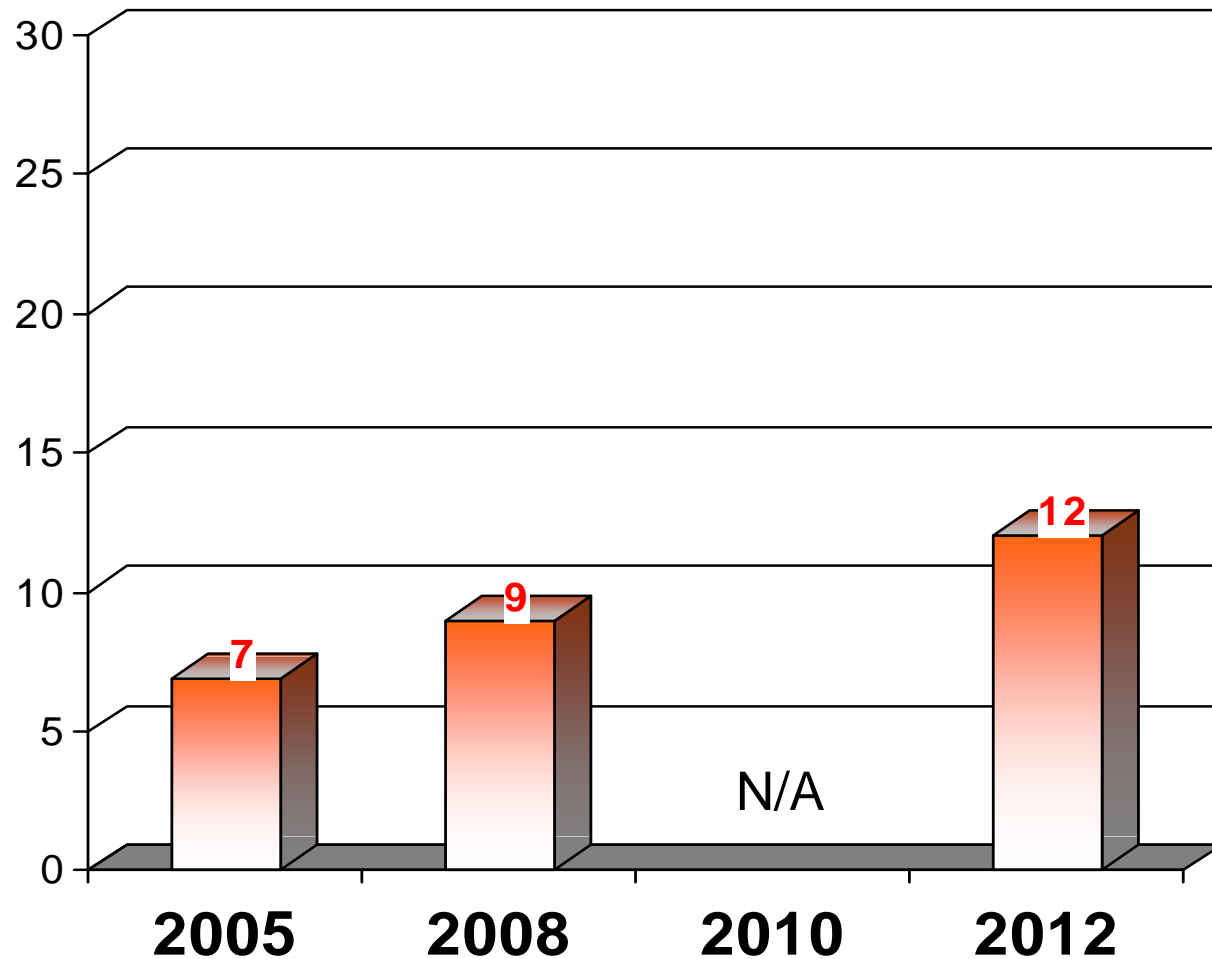
Proportion of those who 'could', 'did'.



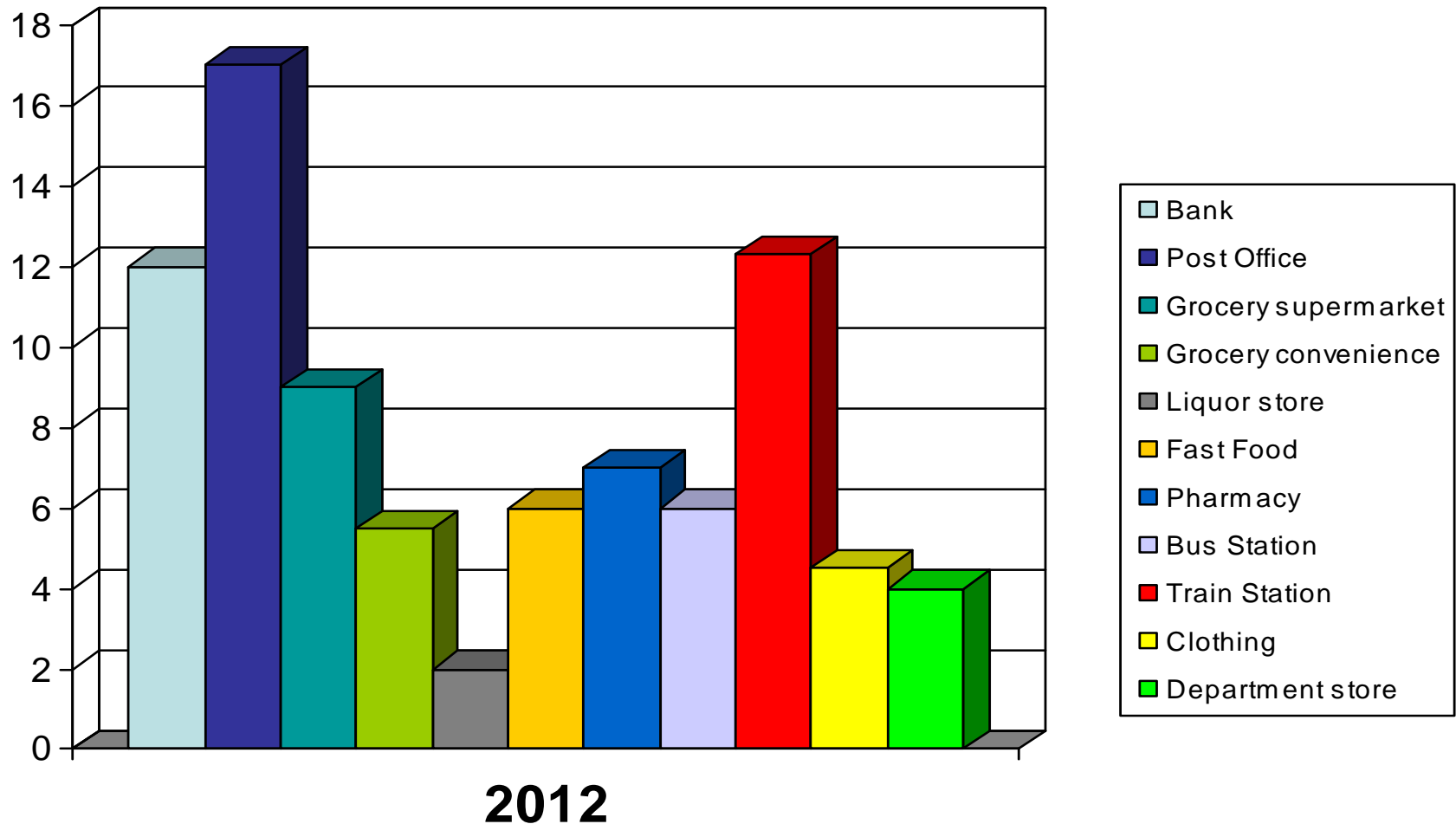
Proportion of Customers appearing dissatisfied



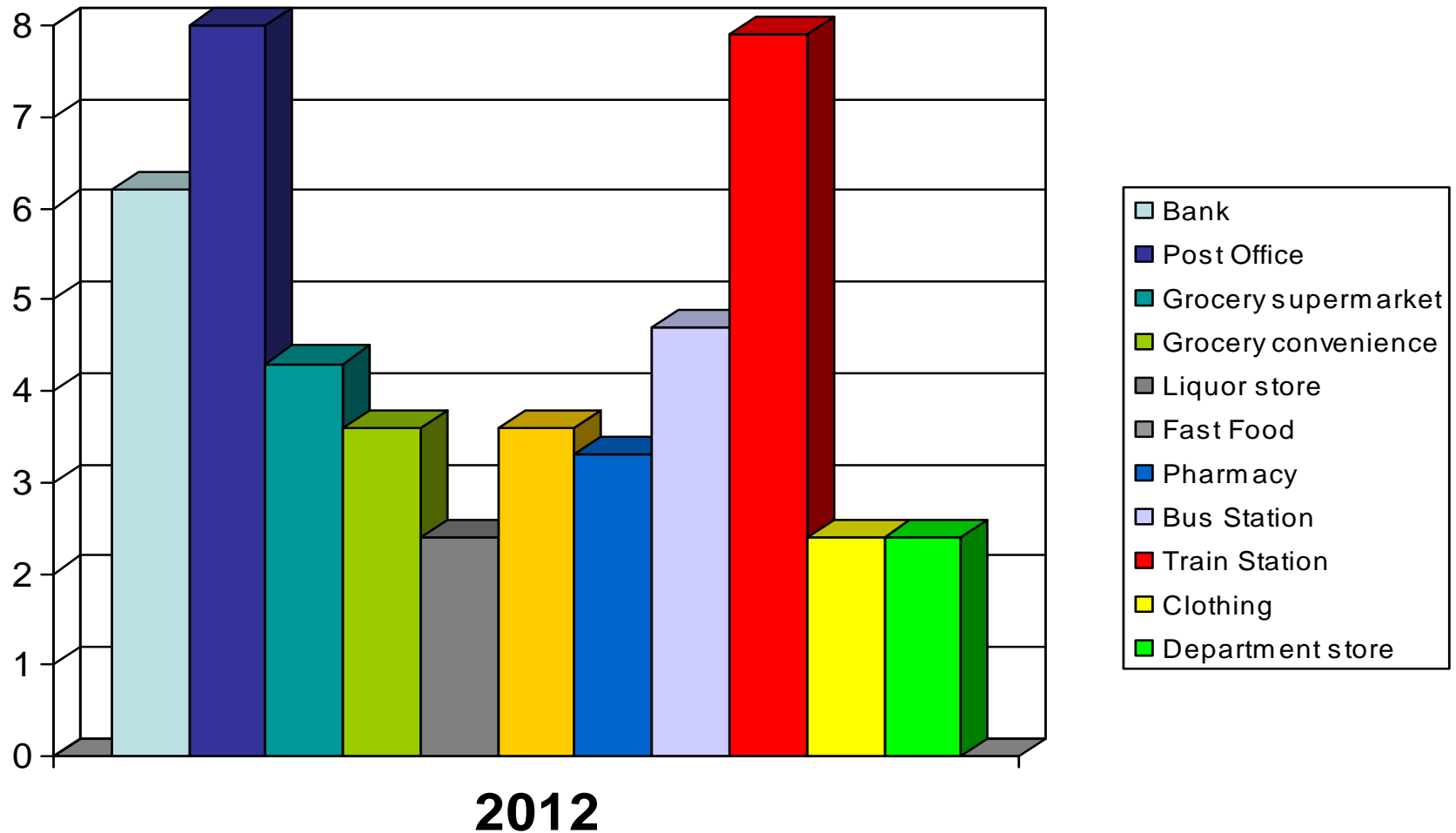
Proportion of Staff who Apologised for the Delay



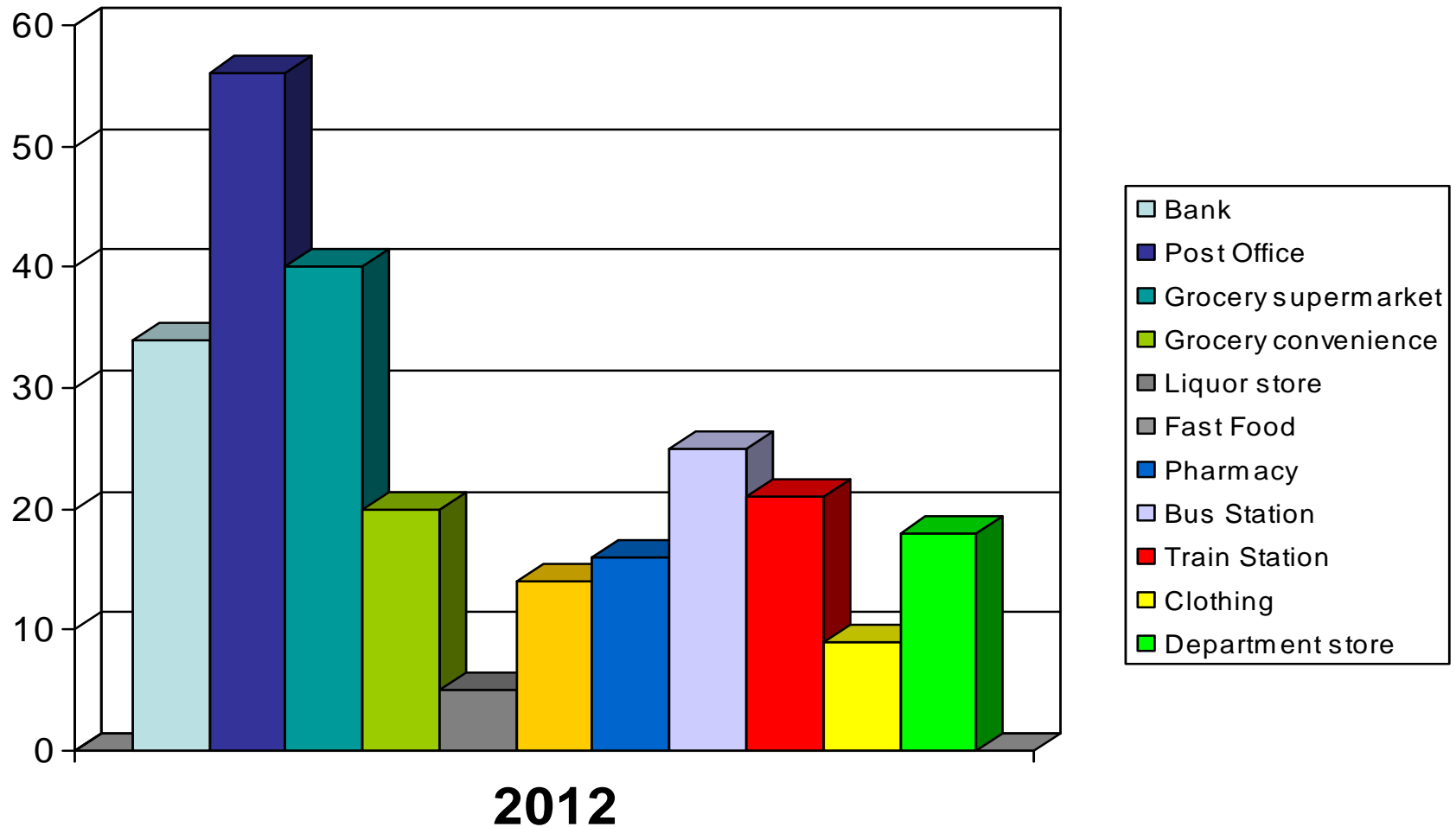
Mean Queue Time (mins)



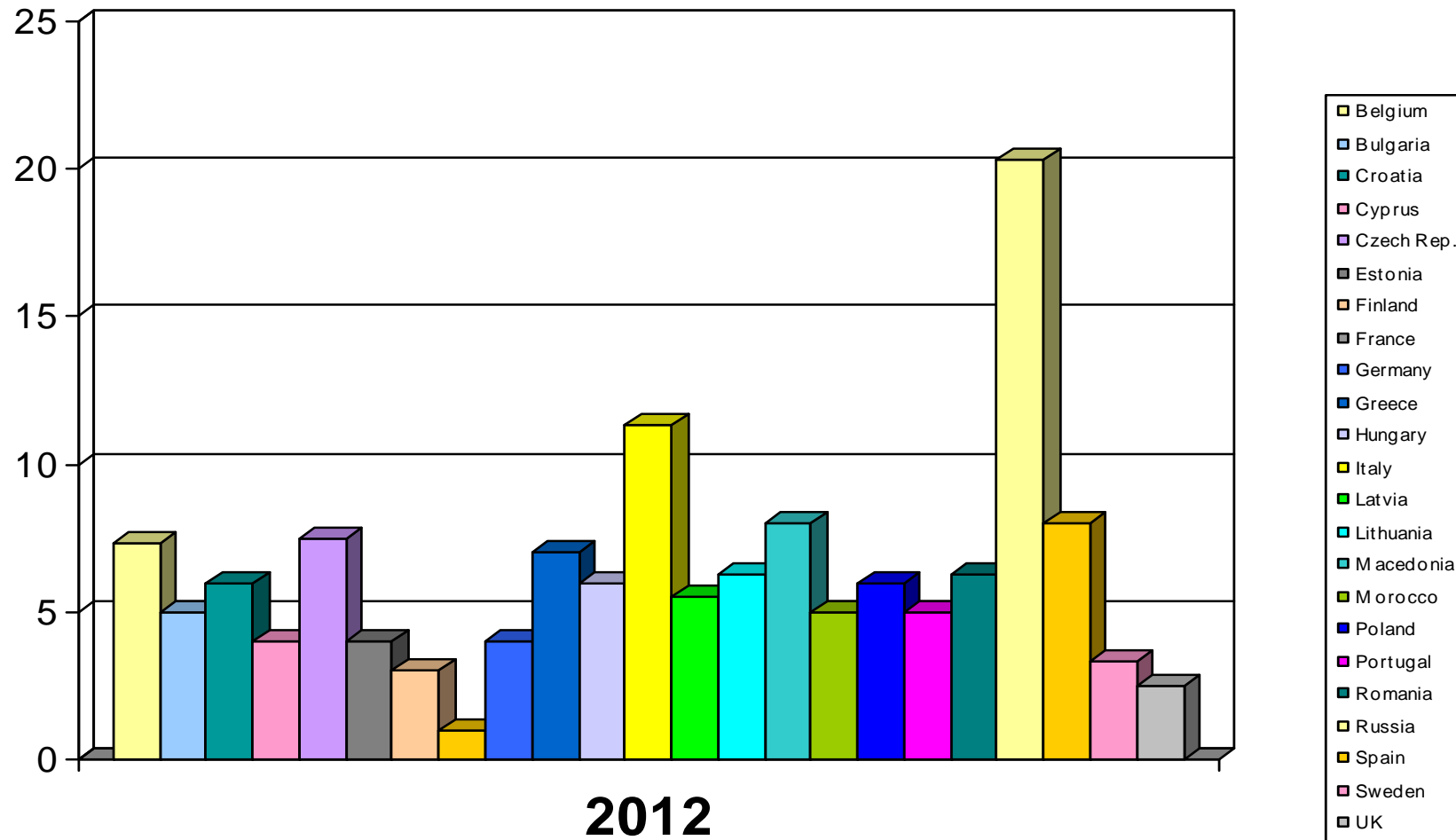
Mean Queue Length (customer groups)



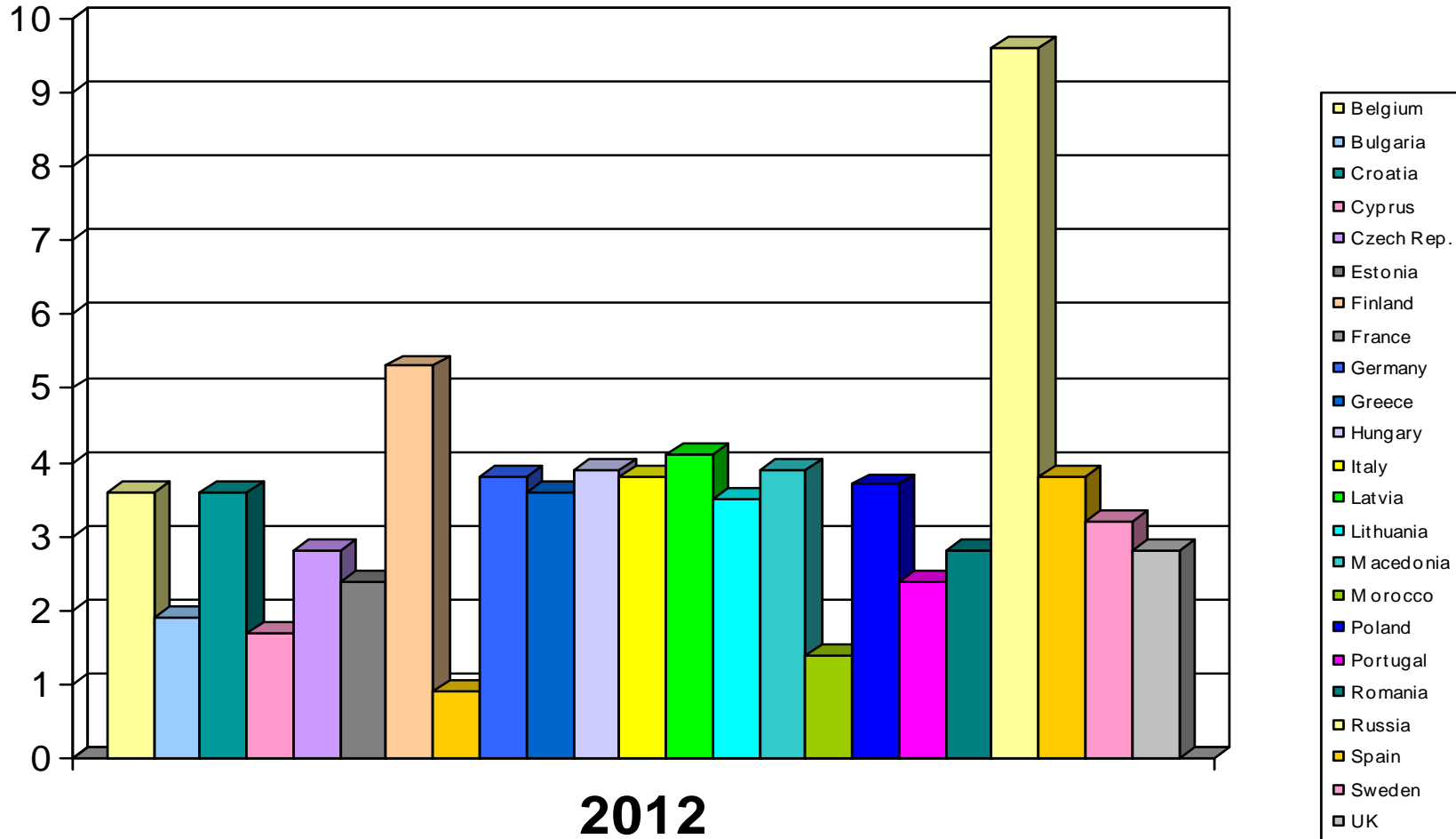
Dissatisfied Customers (%)



Mean Queue time (mins)



Mean Queue length (customer groups)



Apologies Given (%)

