

Customer Satisfaction Survey: How Are We Doing?

We're committed to monitoring the quality of the services and products we provide, as part of an ongoing improvement process. We would appreciate your feedback on our performance. (All submissions are anonymous.)

1. Please rate the following aspects of our work.

| | Excellent | Good | Adequate | Poor | Unacceptable | N/A |
|---|------------------------------------|-------------------------------|-----------------------------------|-------------------------------|---------------------------------------|------------------------------|
| Understanding your business requirements | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Adequate | <input type="checkbox"/> Poor | <input type="checkbox"/> Unacceptable | <input type="checkbox"/> N/A |
| Communicating clearly and effectively | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Adequate | <input type="checkbox"/> Poor | <input type="checkbox"/> Unacceptable | <input type="checkbox"/> N/A |
| Keeping you informed of progress | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Adequate | <input type="checkbox"/> Poor | <input type="checkbox"/> Unacceptable | <input type="checkbox"/> N/A |
| Meeting timescales | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Adequate | <input type="checkbox"/> Poor | <input type="checkbox"/> Unacceptable | <input type="checkbox"/> N/A |
| Working with you and your team | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Adequate | <input type="checkbox"/> Poor | <input type="checkbox"/> Unacceptable | <input type="checkbox"/> N/A |
| Providing value for money | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Adequate | <input type="checkbox"/> Poor | <input type="checkbox"/> Unacceptable | <input type="checkbox"/> N/A |
| Responding promptly to problems | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Adequate | <input type="checkbox"/> Poor | <input type="checkbox"/> Unacceptable | <input type="checkbox"/> N/A |
| Meeting overall project objectives | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Adequate | <input type="checkbox"/> Poor | <input type="checkbox"/> Unacceptable | <input type="checkbox"/> N/A |

2. Overall, how do you rate the quality of products and services we provide?

Excellent Good Adequate Poor Unacceptable

3. What level of confidence do you have in us to deliver the products and services that you require?

Complete A lot Some Little None

4. Overall, is our performance ...

Getting much better? Getting better? Staying at about the same level? Getting worse? Getting much worse?

5. Based on our performance, how likely is it that you will use us in the future?

Certain Very likely Somewhat likely Unlikely Very unlikely

6. If you have any suggestions regarding how we could improve the services we provide to you, please write them below.