

# Customer Satisfaction Survey

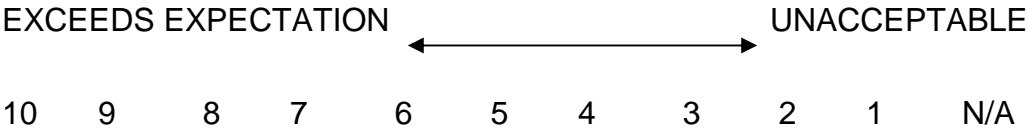
## Purpose

The purpose of this survey is to help us serve your needs more effectively. By understanding where we are exceeding your expectations or need to improve, we can allocate our resources to provide better services, knowledgeable staff. Our goal is be proactive in monitoring your satisfaction, so please provide constructive feedback so that we can incorporate this into our strategy, processes, procedures and systems.

## Instructions

Please circle the response that best represents your view. Please circle N/A for any questions that you don't have enough experience to comment on.

## The scaling system



## Buying process

Staff professionalism:

10   9   8   7   6   5   4   3   2   1   N/A

Ability to understand your challenges:

10   9   8   7   6   5   4   3   2   1   N/A

Expertise of staff:

10   9   8   7   6   5   4   3   2   1   N/A

Do/did we stick to the timeline:

10 9 8 7 6 5 4 3 2 1 N/A

Accuracy and completeness:

10 9 8 7 6 5 4 3 2 1 N/A

**Value proposition**

Value for money:

10 9 8 7 6 5 4 3 2 1 N/A

Our value proposition is clearly communicated & understood:

10 9 8 7 6 5 4 3 2 1 N/A

Briefly describe how could we add more value to your organization?

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**Services**

How effectively does our service(s) solve your problems?

10 9 8 7 6 5 4 3 2 1 N/A

How would you rate the overall quality of our service(s)?

10 9 8 7 6 5 4 3 2 1 N/A

What features could we add or enhance to improve our service?

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**Strategic direction**

Overall, how would you rate the strategic focus of our business?

10   9   8   7   6   5   4   3   2   1   N/A

How would you rank our business in terms of innovation & market leadership?

10   9   8   7   6   5   4   3   2   1   N/A

What recommendations could you make to help us serve you better?

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**Customer service and support**

How effective are we at reacting and solving your issues?

10   9   8   7   6   5   4   3   2   1   N/A

What level of courtesy do you receive from our “customer service team”?

10   9   8   7   6   5   4   3   2   1   N/A

Compared to your other suppliers, how would you rank our ability to serve you?

10   9   8   7   6   5   4   3   2   1   N/A

**Website**

Does our website/customer portal provide a pleasant experience for you?

10    9        8        7        6        5        4        3        2        1        N/A

What resources could we add to our website/portal to help you?

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Please honestly discuss why you advocate or dissuade others from working with us:

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