

CUSTOMER SATISFACTION SURVEY (SERVICES)

We pride ourselves on being able to anticipate or adapt to market demands and would appreciate knowing what your thoughts are in relation to the services recently provided.

Please take a few minutes to complete and return this survey, which will assist us in further improving our customer service, while at the same time also qualifying you for a 5% discount on your next order.

1. QUALITY	Low	Medium	High
How would you rate our Quality in relation to satisfactory completion of... ... Core tasks (eg implementation)?			
... Pre-work (such as research, business cases and so on)?			
... Post-work (including documentation & training)?			

2. PRODUCTIVITY	Low	Medium	High
How would you rate the overall productivity of our staff?			

3. TIME MANAGEMENT	Low	Medium	High
How would you rate our time management with reference to... ... Punctuality in terms of attendance day-to-day and for meetings?			
... Delivering as promised in accordance with agreed deadlines?			

4. COSTS	Low	Medium	High
How would you rate our prices, compared with The cost of similarly experienced and capable staff from elsewhere?			
... Your budgetary situation?			

5. CONTRACT TERMINATION	Low	Medium	High
What was / were the primary factor(s) in ending the contract?	Quality of work?		
	Quantity of work?		
	Price?		
	Dress standards?		
	Language issues?		
	Timeliness?		
	Other (pls specify in space to the left)		

6. THE FUTURE	Low	Medium	High
How likely are you to recommend us to a friend or colleague?			
How likely is it that you would contemplate re-purchasing from us?			
If the answer to either of the above was Low or Medium, please explain why:			
<i>We are committed to serving our customers and strive for continuous improvement in all areas, including those identified by our customers. If you have identified any negative aspects in the above questions, how likely is it that your answers on re-purchase and recommendations would change if we could work with you on modifying our performance in the area of concern?</i>			

7. OTHER	Low	Medium	High
What is your likely interest if we offered a "you name the price" deal?			
Do you have any other feedback for us (continue on back if required)?			

On behalf of the team at Mazaroo IT, thank you for your time. Please return the survey in the reply-paid envelope or fax it to 02 – 9966 1111 in order to qualify for the 5% discount on your next order.