|  |  |
| --- | --- |
| VOIP Solutions LLC  1234 University Ave. Columbus, OH 43215 |  |

VOIP Solutions LLC requests your help. Please complete the following Customer Satisfaction Survey based on the project we recently completed for your organization. Thank you for your time.

Customer Satisfaction Survey

|  |  |  |
| --- | --- | --- |
| Customer Name: | Project Name: | Project Number: |
| Charlie’s Manufacturing | Voice and Infrastructure Modernization | 1234 |
| Project Manager/ Stakeholder: | Date: |  |
| Dawn Bissell | July 30, 2017 |  |

# Did the project team deliver the results and quality that were promised?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Less than expected |  | As expected |  | More than expected |  | Consistently more |

## Were key project deadlines met with a “whatever it takes” attitude?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Less than expected |  | As expected |  | More than expected |  | Consistently more |

## Was consistent discipline and direction provided on approach, scope, and schedule?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Less than expected |  | As expected |  | More than expected |  | Consistently more |

## Did the project team guide your staff and project results? Were they “team players”?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Less than expected |  | As expected |  | More than expected |  | Consistently more |

# The project process was …

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Less than desirable |  | As expected |  | Better than expected |  | Consistently better |

## Was there open and timely communication? Did the project team act as a team?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Less than expected |  | As expected |  | More than expected |  | Consistently more |

## Were the right personnel consistently assigned throughout the project?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Less than expected |  | As expected |  | More than expected |  | Consistently more |

## Was the project team creative and flexible in their approach to meeting objectives?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Less than expected |  | As expected |  | More than expected |  | Consistently more |

## Did the project team listen, learn, and then execute solutions to overcome challenges?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Less than expected |  | As expected |  | More than expected |  | Consistently more |

# The overall service on this project was …

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Less than desirable |  | As expected |  | Better than expected |  | Consistently better |

# The features of this upgrade were …

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Less than desirable |  | As expected |  | Better than expected |  | Consistently better |

# The reliability of this upgrade was …

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Less than desirable |  | As expected |  | Better than expected |  | Consistently better |

# The ease of use for this upgrade was …

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Less than desirable |  | As expected |  | Better than expected |  | Consistently better |

# Comments / Testimonial:

[Add your comments here.]

Please check this box to grant us permission to use your company logo and testimonial on our website or in our future marketing efforts.

Please check this box if you are willing to act as a reference for our company in the future.

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!