

PM184 - CLIENT FEEDBACK QUESTIONNAIRE



The purpose of this questionnaire is to help us evaluate and continually improve our services. By completing this questionnaire you will be helping us to ensure we provide you with the best possible service. For each of the following statements about our organisation, please indicate whether you:

1. Strongly disagree
2. Somewhat disagree
3. Neither agree or disagree
4. Somewhat agree
5. Strongly agree.

Item	Criteria	N/A	1	2	3	4	5
1	Positron conducted its works in a safe manner which met with our standards, requirements and expectations.						
2	Positron are thorough in their approach to work.						
3	Positron show creativity in proposed solutions.						
4	Positron are helpful in redefining our view of our situation.						
5	Positron are helpful in diagnosing the causes of our problem areas.						
6	Positron people are accessible.						
7	Positron keeps its promises on deadlines.						
8	Positron documents activities well.						
9	Positron communications are free of jargon.						
10	Positron offer fast turnaround when requested.						
11	Positron listen well to what we have to say.						
12	Positron relate well to our people.						
13	Positron keep me sufficiently informed of progress.						
14	Positron let us know in advance of changes in scope, and seek our approval prior to commencement.						
15	Positron give good explanations of what they have done and why.						
16	Positron do not wait for me to initiate everything - Positron anticipate.						
17	Positron do not jump to conclusions.						
18	Positron involve us at major points in the engagement.						
19	Positron know their part of the business.						
20	Positron have a good understanding of our business.						
21	Positron treat everyone like customers.						
22	Positron makes it its business to understand our company.						

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Item	Criteria	N/A	1	2	3	4	5
23	Positron are up to date with what is going on in our world.						
24	Positron make us feel as if we are important to them.						
25	Positron are an easy firm to do business with.						
26	Positron work on facts not opinions.						
27	Positron do it better than we can do it ourselves.						
28	Positron deal with problems in our relationship openly and quickly.						
29	Positron keep us informed of technical issues affecting our business.						
30	Positron look like the sort of people I would like to work for.						
31	Positron show an interest in us beyond the specifics of the project.						
32	Positron work in a way that develops mutually beneficial relationships.						
33	Positron have made our people more effective at what they do.						
34	My own understanding of Positron's capabilities has improved from working with Positron.						
35	Positron have expertise in areas I wasn't expecting.						
36	Overall, I would rate Positron's service very highly.						

Please provide any other comments / feedback.

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Thank you for taking the time to complete this assessment and provide us with your valuable feedback. It would be greatly appreciated if you could please return this assessment.

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**For and on Behalf of
 POSITRON GROUP**

**JEFF HOGAN
 CHIEF EXECUTIVE OFFICER**

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