

Customer Satisfaction Survey

| Document Preparation Information | | | |
|----------------------------------|---------------------|-----------|---------------|
| Project Name | Prepared by (print) | Signature | Date Prepared |
| | | | |

| Schedule Management | Outstanding | Good | Fair | Poor | Very Poor |
|--|-------------|------|------|------|-----------|
| The project was completed on time, based on the most current approved schedule. | | | | | |
| Schedule changes were communicated promptly and were managed well. | | | | | |
| Major milestones were achieved as planned and according to expectations. | | | | | |
| Relationship Management | Outstanding | Good | Fair | Poor | Very Poor |
| Members of the project team treated me with respect and integrity. | | | | | |
| The project team performed with enthusiasm and a healthy interest in customer satisfaction. | | | | | |
| Project Team | Outstanding | Good | Fair | Poor | Very Poor |
| The project manager coordinated the overall project management process well. | | | | | |
| The project manager was expert in the project management process. | | | | | |
| The balance of the project team performed well with respect to the project management process. | | | | | |
| The project management process completely supported by needs. | | | | | |

| Project Management — Planning | Outstanding | Good | Fair | Poor | Very Poor |
|---|--------------------|-------------|-------------|-------------|------------------|
| The baseline project plan was of the highest quality. | | | | | |
| The customer kickoff meeting completely prepared by team for implementation activities. | | | | | |
| The baseline project plan supported project specifications as planned. | | | | | |
| Project Management — Implementation | Outstanding | Good | Fair | Poor | Very Poor |
| The project schedule was maintained as required. | | | | | |
| The change control process supported my needs and concerns | | | | | |
| The test and acceptance process was to my satisfaction. | | | | | |
| Technical Specifications | Outstanding | Good | Fair | Poor | Very Poor |
| The technical specifications of the project were performed to my complete satisfaction. | | | | | |
| The technology applied to the project was the best available to fit the specifications. | | | | | |
| The technical expertise of the project team supported the required technology. | | | | | |
| Overall Project Satisfaction | Outstanding | Good | Fair | Poor | Very Poor |
| I am completely satisfied with the overall project performance. | | | | | |
| I would recommend the provider to other customers. | | | | | |