

For a FREE Excel version, please contact info@master-key.ca.



Customer Satisfaction Survey

Send survey to info@master-key.ca and we will give you a LEAN Score rating - no charge!

check box closest to answer

	1	2	3	4	5
How would you rate us on the following attributes of our service to you ?	Well Below Average	Below Average	Average	Above Average	Well Above Average
Professionalism					
Knowledge of our staff					
Ability to transfer knowledge to your staff					
On-time delivery of service					
Timeliness of returning phone calls or emails					
Effectiveness of communication					
Quality of proposals created					
Ordering services is quick and convenient					
Receiving accurate order confirmations in a timely manner					
Receiving accurate invoices in a timely manner					
Quality of Service and support					
Post-service follow-up					
Price					

	1	2	3	4	5
Please rate how strongly you agree/disagree with the following statements.	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
Our service played a key role improving your business results					
There is value in our service					
We achieved your company's targets/goals					
We understand the needs of your company					
We are responsive in answering your requests					
We are thorough in planning and execution					
We give you confidence in what we do for you					

What do we provide for you that is unique ?
 When you hear our business's name, what main idea comes to mind (something we stand for)?
 What makes us unique from other service providers?
 What do you think is our specialty?

How do we compare to other service providers?
 How do we rate in comparison to other companies that offer the same services?
 Please complete the following. Our service is " ____ " than expected

	1	2	3	4	5
Much higher		Somewhat higher	Same	Somewhat lower	Much lower
		better	the same as	worse	

Overall satisfaction level ?
 How would you rate your overall level of satisfaction with us?
 Would you recommend us to others ?
 Please list three things we can improve in order to improve our services to you (e.g. timeliness, communications, delivery, accuracy, reporting etc.)

	1	2	3	4	5
Highly satisfied		Somewhat satisfied	Neutral	Somewhat dissatisfied	Highly dissatisfied
YES		MAYBE	NO		
1)		2)	3)		

Information questions (optional)
 Which is the name of your functional organization?
 Which of our [PRODUCTS/SERVICES] do you use? Select all that apply.
 How long have we provided service to you or your team?
 How likely are you to continue doing business with us?

	1	2	3	4	5
Project Management		Business Consulting	Business Analysis	IT architecture	IT applications
6 months		1 year	3 years	5 years	More
Very likely		Somewhat likely	Neutral	Somewhat unlikely	Very unlikely