

CUSTOMER SATISFACTION SURVEY			
Customer Name: Salix River & Wetlands			
Project Name: New Website		Project Number: 0070	
Project Manager: Gomer Williams		Date:	
1. Did the project deliver the RESULTS and the QUALITY that were expected? (Please tick)			
Less than expected	As expected	<u>More than expected</u>	Consistently more
1a. Were key project deadlines met in so far as HML could be expected to control?			
Less than expected	As expected	<u>More than expected</u>	Consistently more
1b. Was regular discipline and direction provided by HML with clear deliverables and quality work at each stage of the project?			
Less than expected	As expected	<u>More than expected</u>	Consistently more
1c. Did the project team produce as well as guide; be total team players and focus on delivering results?			
Less than expected	As expected	More than expected	<u>Consistently more</u>
2. The project PROCESS (approach, communication, and staffing) was: (Please tick)			
Less than expected	Met expectations	Exceeded expectations	<u>Consistently exceeded</u>
2a. Was there open, honest and timely communications, with no surprises, acting as one project team?			
Less than expected	Met expectations	<u>Exceeded expectations</u>	Consistently exceeded
2b. Were the right personnel assigned consistently throughout the project life-cycle?			
Less than expected	Met expectations	<u>Exceeded expectations</u>	Consistently exceeded
2c. Did the project team bring an outside perspective to bear, and also demonstrate creative and flexible approaches in meeting project objectives?			
Less than expected	Met expectations	<u>Exceeded expectations</u>	Consistently exceeded
2d. Did the project team listen, learn, and then execute an approach to solve business problems?			
Less than expected	Met expectations	<u>Exceeded expectations</u>	<u>Consistently exceeded</u>

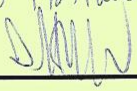
3. The OVERALL SERVICE for the project was:

Less than expected Met expectations Exceeded expectations Consistently exceeded

4. Your General Comments: (Can we quote you if applicable and feature your project yes/no)

MM provided a comprehensive service that was ~~far~~ fully bespoke + worked around our specific requirements - well done!

Print Name:

David Holland


Title:

Managing Director

Signature: