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Sample Customer Survey

Q1. Would you recommend XXXXX to another business partner/company?

Responses	Count	Percent
Yes	22	100.0%
No	0	0.0%

Q2. I was communicated with effectively on a regular basis.

Mean:	2.8	
Standard Deviation:	0.4	
Responses	Count	Percent
Disagree	0	0.0%
Agree	4	17.4%
Agree Strongly	19	82.6%

Q3. Staff were knowledgeable about the products and services provided.

Mean:	2.8	
Standard Deviation:	0.4	
Responses	Count	Percent
Disagree	0	0.0%
Agree	5	21.7%
Agree Strongly	18	78.3%

Q4. My requests were responded to in a timely basis.

Mean:	2.5	
Standard Deviation:	0.7	
Responses	Count	Percent
Disagree	1	10.0%
Agree	3	30.0%
Agree Strongly	6	60.0%

Q5. I received professional service from all the staff involved.

Mean:	2.8	
Standard Deviation:	0.4	
Responses	Count	Percent
Disagree	0	0.0%
Agree	2	15.4%
Agree Strongly	11	84.6%

Q7. I feel XXXXX has invested the time to understand my business.

Mean:	2.5	
Standard Deviation:	0.5	
Responses	Count	Percent
Disagree	0	0.0%
Agree	5	50.0%
Agree Strongly	5	50.0%



Q9. My project is complete and has met/exceeded my expectations.

Mean:		2.6
Standard Deviation:		0.5
Responses	Count	Percent
Disagree	0	0.0%
Agree	2	40.0%
Agree Strongly	3	60.0%

Q11. XXXXX makes it easy to do business.

Mean:		2.7
Standard Deviation:		0.5
Responses	Count	Percent
Disagree	0	0.0%
Agree	3	30.0%
Agree Strongly	7	70.0%

Q12 How would you rate XXXXX's overall customer service delivery?

Mean:		2.7
Standard Deviation:		0.5
Responses	Count	Percent
Poor	0	0.0%
Good	7	30.4%
Great	16	69.6%

Q13. How can we improve?

I really can't think of anything. XXXXX is my favorite company.

You need to keep following the procedures that are in place. Thanks!