

# Customer Satisfaction Survey

[Company Name]

[Company Address]  
[City, ST ZIP Code]

replace with  
**LOGO**

[Company Name] requests your help. Please complete the following Customer Satisfaction Survey based on the project we recently completed for your organization. Thank you for your time.

**Customer Name:**

[Customer Name]

**Project Name:**

[Project Name]

**Project Number:**

[Project Number]

**Project Manager/  
Stakeholder:**

[Project Manager]

**Date:**

[Date]

*1. Did the project team deliver the results and quality that were promised?*

Less than expected     As expected     More than expected     Consistently more

1a. Were key project deadlines met with a "whatever it takes" attitude?

Less than expected     As expected     More than expected     Consistently more

1b. Was consistent discipline and direction provided on approach, scope, and schedule?

Less than expected     As expected     More than expected     Consistently more

1c. Did the project team guide your staff and project results? Were they "team players"?

Less than expected     As expected     More than expected     Consistently more

*2. The project process was ...*

Less than desirable     As expected     Better than expected     Consistently better

2a. Was there open and timely communication? Did the project team act as a team?

Less than expected     As expected     More than expected     Consistently more

2b. Were the right personnel consistently assigned throughout the project?

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- Less than expected       As expected       More than expected       Consistently more

2c. Was the project team creative and flexible in their approach to meeting objectives?

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- Less than expected       As expected       More than expected       Consistently more

2d. Did the project team listen, learn, and then execute solutions to overcome challenges?

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- Less than expected       As expected       More than expected       Consistently more

*3. The overall service on this project was ...*

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- Less than desirable       As expected       Better than expected       Consistently better

*4. Comments / Testimonial:*

[Add your comments here.]

Please check this box to grant us permission to use your company logo and testimonial on our website or in our future marketing efforts.

Please check this box if you are willing to act as a reference for our company in the future.

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!