



# Client Satisfaction Survey

***“IT3 TECHNOLOGY CONSORTIUM is dedicated to providing all our Clients a 90% or better value rating in Delivery, Price, Quality, and Service.”***

Company Name: The World's Largest Beverage Company

Prepared by: Director of Applications

IT3 Technology Consortium Client Since: December 2005 to present

1. Value Model – Ability to Deliver		Yes	No
1.1 Are we deploying the appropriate skill sets all the time?		X	
1.2 Are we getting the job done as originally proposed or within an agreed change request process?		X	
1.3 Are we always on-time and on-budget?		X	
1.4 Do we always perform the jobs properly the first time?		X	
1.5 Is it a common practice that we measure your solutions to ensure that we have effectively met the business needs?		X	
Comments - Ability to Deliver:			
1.6 Considering the questions in this section, how would you rate our ability to deliver in your current environment		90%	
2. Value Model – Competitive pricing		Yes	No
2.1 Are you happy with our pricing in relation to the quality of our services?		X	
2.2 Do you believe that our prices are competitive in the Industry?		X	
2.3 Do we offer Volume or Discounted Pricing Plans that provide true benefit to the business?		X	
2.4 Are the prices commensurate with the skills that are being delivered?		X	
2.5 Do all of our pricing strategies or actions positively impact you?		n/a	
2.6 Considering the questions in this section, how would you rate our ability to offer competitive pricing in today's marketplace?		100%	
Comments - Competitive Pricing:			
3. Value Model – Quality that sets and meets expectations		Yes	No
3.1 Are you always happy with the quality of the work you receive from IT3 TECHNOLOGY CONSORTIUM ?		X	
3.2 Do we always staff your Projects or IT Initiatives appropriately the first time?		X	
3.3 Do we always set appropriate delivery expectations?		X	

3.4 Do we meet delivery expectations?		<b>X</b>	
3.5 Do we exceed delivery expectations?		<b>n/a</b>	
3.6 Do we always provide quality and ample senior leadership time as a part of the overall support of your business?		<b>X</b>	
	3.7 Considering the questions in this section, how would you rate our ability to deliver quality service in terms of setting, meeting and exceeding expectations?	<b>95%</b>	
Comments - Quality that sets and meets expectations:			
<b>4. Value Model – Service ease in conducting our business with you</b>		<b>Yes</b>	<b>No</b>
4.1 Are we always flexible and easy to do business with?		<b>X</b>	
4.2 Do we deploy proper methodologies for measuring the customer satisfaction of deliverables?		<b>X</b>	
4.3 Do your stakeholders agree that those methodologies are effective for your business?		<b>X</b>	
4.4 Are management decisions that impact both you and IT3 TECHNOLOGY CONSORTIUM easy to resolve?		<b>X</b>	
4.5 Do we always provide a variety of solution choices to achieve your goal?		<b>X</b>	
4.6 If there is an issue, is it easy to resolve?			<b>X</b>
	4.7 Considering the questions in this section, how would you rate our ease of working with in your current environment?	<b>100%</b>	
Comments - Service ease in conducting our business with you:			
<b>Response to 4.6 – some issues we more difficult to resolve due to their complexity.</b>			