



# 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 Second Largest Chemical Company

Prepared by: Global IT Program Manager & Six Sigma Black Belt

IT3 TECHNOLOGY CONSORTIUM Client Since: June, 2003 to present

		Yes	No
<b>1. Value Model – Ability to Deliver</b>			
1.7 Are we deploying the appropriate skill sets all the time?		X	
1.8 Are we getting the job done as originally proposed or within an agreed change request process?		X	
1.9 Are we always on-time and on-budget?		X	
1.10 Do we always perform the jobs properly the first time?		X	
1.11 Is it a common practice that we measure your solutions to ensure that we have effectively met the business needs?			
Comments - Ability to Deliver:			
1.12 Considering the questions in this section, how would you rate our ability to deliver in your current environment		98%	
<b>2. Value Model – Competitive pricing</b>		Yes	No
2.7 Are you happy with our pricing in relation to the quality of our services?		X	
2.8 Do you believe that our prices are competitive in the Industry?		X	
2.9 Do we offer Volume or Discounted Pricing Plans that provide true benefit to the business?		n/a	
2.10 Are the prices commensurate with the skills that are being delivered?		X+	
2.11 Do all of our pricing strategies or actions positively impact you?		X	
2.12 Considering the questions in this section, how would you rate our ability to offer competitive pricing in today's marketplace?		98%	
Comments - Competitive Pricing:			
Skills exceed pricing for resources.			
<b>3. Value Model – Quality that sets and meets expectations</b>		Yes	No
3.8 Are you always happy with the quality of the work you receive from IT3 TECHNOLOGY CONSORTIUM ?		X	
3.9 Do we always staff your Projects or IT Initiatives appropriately the first time?		X	
3.10 Do we always set appropriate delivery expectations?		X	

3.11 Do we meet delivery expectations?		X	
3.12 Do we exceed delivery expectations?		X	
3.13 Do we always provide quality and ample senior leadership time as a part of the overall support of your business?		n/a	
	3.14 Considering the questions in this section, how would you rate our ability to deliver quality service in terms of setting, meeting and exceeding expectations?	95%	
Comments - Quality that sets and meets expectations:			
Project requirements and expectations and senior level skillset of resources did not require IT3 TECHNOLOGY CONSORTIUM Senior Leadership time beyond standard Account Management.			
4. Value Model – Service ease in conducting our business with you		Yes	No
4.8 Are we always flexible and easy to do business with?		X	
4.9 Do we deploy proper methodologies for measuring the customer satisfaction of deliverables?		n/a	
4.10 Do your stakeholders agree that those methodologies are effective for your business?		n/a	
4.11 Are management decisions that impact both you and IT3 TECHNOLOGY CONSORTIUM easy to resolve?		X	
4.12 Do we always provide a variety of solution choices to achieve your goal?		n/a	
4.13 If there is an issue, is it easy to resolve?		X	
	4.14 Considering the questions in this section, how would you rate our ease of working with in your current environment?	98%	
Comments - Service ease in conducting our business with you:			