



# 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: National Insurance Company

Prepared by: VP of Operations; IT Quality Management Team

IT3 TECHNOLOGY CONSORTIUM Partner and Client Since: October 2012 to present

		Yes	No
<b>3. Value Model – Ability to Deliver</b>			
1.13 Are we deploying the appropriate skill sets all the time?		X	
1.14 Are we getting the job done as originally proposed or within an agreed change request process?		X	
1.15 Are we always on-time and on-budget?		X	
1.16 Do we always perform the jobs properly the first time?		X	
1.17 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:			
1.18 Considering the questions in this section, how would you rate our ability to deliver in your current environment		100%	
<b>2. Value Model – Competitive pricing</b>		Yes	No
2.13 Are you happy with our pricing in relation to the quality of our services?		X	
2.14 Do you believe that our prices are competitive in the Industry?		X	
2.15 Do we offer Volume or Discounted Pricing Plans that provide true benefit to the business?		X	
2.16 Are the prices commensurate with the skills that are being delivered?		X	
2.17 Do all of our pricing strategies or actions positively impact you?		X	
2.18 Considering the questions in this section, how would you rate our ability to offer competitive pricing in today's marketplace?		100%	
Comments - Competitive Pricing:			
<b>3. Value Model – Quality that sets and meets expectations</b>		Yes	No
3.15 Are you always happy with the quality of the work you receive from IT3 TECHNOLOGY CONSORTIUM ?		X	
3.16 Do we always staff your Projects or IT Initiatives appropriately the first time?		X	
3.17 Do we always set appropriate delivery expectations?		X	
3.18 Do we meet delivery expectations?		X	

3.19 Do we exceed delivery expectations?			<b>X</b>
3.20 Do we always provide quality and ample senior leadership time as a part of the overall support of your business?		<b>X</b>	
	3.21 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>90%</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>
4.15 Are we always flexible and easy to do business with?		<b>X</b>	
4.16 Do we deploy proper methodologies for measuring the customer satisfaction of deliverables?		<b>X</b>	
4.17 Do your stakeholders agree that those methodologies are effective for your business?		<b>X</b>	
4.18 Are management decisions that impact both you and IT3 TECHNOLOGY CONSORTIUM easy to resolve?		<b>X</b>	
4.19 Do we always provide a variety of solution choices to achieve your goal?		<b>X</b>	
4.20 If there is an issue, is it easy to resolve?		<b>X</b>	
	4.21 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:			