



# Client Satisfaction Surveys

## CLIENT ASSESSMENT OF LAMBRO VALUE

Company Name: The World's Largest Beverage Company

Prepared by: Director of Applications

LAMBRO Client Since: December, 2005 to present

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

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	<b>90%</b>	
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?	<b>100%</b>	
Comments - Competitive Pricing:			

<b>3. Value Model – Quality that sets and meets expectations</b>		<b>Yes</b>	<b>No</b>
3.1	Are you always happy with the quality of the work you receive from LAMBRO?	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?	X	
3.5	Do we exceed delivery expectations?	n/a	
3.6	Do we always provide quality and ample senior leadership time as a part of the overall support of your business?	X	
	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?	X	
4.2	Do we deploy proper methodologies for measuring the customer satisfaction of deliverables?	X	
4.3	Do your stakeholders agree that those methodologies are effective for your business?	X	
4.4	Are management decisions that impact both you and LAMBRO easy to resolve?	X	
4.5	Do we always provide a variety of solution choices to achieve your goal?	X	
4.6	If there is an issue, is it easy to resolve?		X
	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>			

## CLIENT ASSESSMENT OF LAMBRO VALUE

Company Name: The World's Second Largest Chemical Company

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

LAMBRO Client Since: June, 2003 to present

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

<b>2. Value Model – Ability to Deliver</b>		<b>Yes</b>	<b>No</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>		<b>Yes</b>	<b>No</b>
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>		<b>Yes</b>	<b>No</b>
3.8	Are you always happy with the quality of the work you receive from LAMBRO?	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 LAMBRO Senior Leadership time beyond standard Account Management.			
<b>4. Value Model – Service ease in conducting our business with you</b>		<b>Yes</b>	<b>No</b>
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 LAMBRO 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:			

# CLIENT ASSESSMENT OF LAMBRO VALUE

Company Name: Morse Group

Prepared by: Vice President, Global Support Services US

LAMBRO Partner and Client Since: December, 2005 to present

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

<b>3. Value Model – Ability to Deliver</b>		<b>Yes</b>	<b>No</b>
1.13Are we deploying the appropriate skill sets all the time?		<b>X</b>	
1.14Are we getting the job done as originally proposed or within an agreed change request process?		<b>X</b>	
1.15Are we always on-time and on-budget?		<b>X</b>	
1.16Do we always perform the jobs properly the first time?		<b>X</b>	
1.17Is it a common practice that we measure your solutions to ensure that we have effectively met the business needs?		<b>X</b>	
Comments - Ability to Deliver:			
1.18Considering the questions in this section, how would you rate our ability to deliver in your current environment		<b>98%</b>	
<b>2. Value Model – Competitive pricing</b>		<b>Yes</b>	<b>No</b>
2.13Are you happy with our pricing in relation to the quality of our services?		<b>X</b>	
2.14Do you believe that our prices are competitive in the Industry?		<b>X</b>	
2.15Do we offer Volume or Discounted Pricing Plans that provide true benefit to the business?		<b>X</b>	
2.16Are the prices commensurate with the skills that are being delivered?		<b>X</b>	
2.17Do all of our pricing strategies or actions positively impact you?			<b>X</b>
2.18Considering the questions in this section, how would you rate our ability to offer competitive pricing in today's marketplace?		<b>90%</b>	
Comments - Competitive Pricing:			
<b>3. Value Model – Quality that sets and meets expectations</b>		<b>Yes</b>	<b>No</b>
3.15Are you always happy with the quality of the work you receive from LAMBRO?		<b>X</b>	
3.16Do we always staff your Projects or IT Initiatives appropriately the first time?		<b>X</b>	
3.17Do we always set appropriate delivery expectations?		<b>X</b>	
3.18Do we meet delivery expectations?		<b>X</b>	
3.19Do we exceed delivery expectations?			<b>X</b>
3.20Do 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>98%</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 LAMBRO 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:		

## CLIENT ASSESSMENT OF LAMBRO VALUE

Company Name: The World's Second Largest Chemical Company

Prepared by: Global Supply Chain Mgr - GLS

LAMBRO Client Since: June, 2003 to present

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

<b>4. Value Model – Ability to Deliver</b>	<b>Yes</b>	<b>No</b>
1.19 Are we deploying the appropriate skill sets all the time?	<b>X</b>	
1.20 Are we getting the job done as originally proposed or within an agreed change request process?	<b>X</b>	
1.21 Are we always on-time and on-budget?	<b>X</b>	
1.22 Do we always perform the jobs properly the first time?	<b>X</b>	
1.23 Is it a common practice that we measure your solutions to ensure that we have effectively met the business needs?	<b>X</b>	
Comments - Ability to Deliver:		
1.24 Considering the questions in this section, how would you rate our ability to deliver in your current environment	<b>90%</b>	

<b>2. Value Model – Competitive pricing</b>		<b>Yes</b>	<b>No</b>
2.19 Are you happy with our pricing in relation to the quality of our services?			
2.20 Do you believe that our prices are competitive in the Industry?			
2.21 Do we offer Volume or Discounted Pricing Plans that provide true benefit to the business?			
2.22 Are the prices commensurate with the skills that are being delivered?			
2.23 Do all of our pricing strategies or actions positively impact you?			
2.24 Considering the questions in this section, how would you rate our ability to offer competitive pricing in today's marketplace?			<b>%</b>
Comments - Competitive Pricing:  Not involved in pricing....no issues with LAMBRO exceeding budget.			
<b>3. Value Model – Quality that sets and meets expectations</b>		<b>Yes</b>	<b>No</b>
3.22 Are you always happy with the quality of the work you receive from LAMBRO?		<b>X</b>	
3.23 Do we always staff your Projects or IT Initiatives appropriately the first time?		<b>X-</b>	
3.24 Do we always set appropriate delivery expectations?		<b>X</b>	
3.25 Do we meet delivery expectations?		<b>X</b>	
3.26 Do we exceed delivery expectations?			<b>X</b>
3.27 Do we always provide quality and ample senior leadership time as a part of the overall support of your business?		<b>n/a</b>	
3.28 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>85%</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>
4.22 Are we always flexible and easy to do business with?		<b>X</b>	
4.23 Do we deploy proper methodologies for measuring the customer satisfaction of deliverables?		<b>n/a</b>	
4.24 Do your stakeholders agree that those methodologies are effective for your business?		<b>n/a</b>	
4.25 Are management decisions that impact both you and LAMBRO easy to resolve?		<b>n/a</b>	
4.26 Do we always provide a variety of solution choices to achieve your goal?		<b>X</b>	
4.27 If there is an issue, is it easy to resolve?		<b>X</b>	
4.28 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:			

# CLIENT ASSESSMENT OF LAMBRO VALUE

Company Name: Consolidated School District

Prepared by: Office of Communications

LAMBRO Client Since: May, 2006 to present

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

<b>5. Value Model – Ability to Deliver</b>		<b>Yes</b>	<b>No</b>
1.25Are we deploying the appropriate skill sets all the time?		<b>X</b>	
1.26Are we getting the job done as originally proposed or within an agreed change request process?		<b>X</b>	
1.27Are we always on-time and on-budget?		<b>X</b>	
1.28Do we always perform the jobs properly the first time?		<b>X</b>	
1.29Is it a common practice that we measure your solutions to ensure that we have effectively met the business needs?		<b>X</b>	
Comments - Ability to Deliver:			
1.30Considering the questions in this section, how would you rate our ability to deliver in your current environment		<b>90%</b>	
<b>2. Value Model – Competitive pricing</b>		<b>Yes</b>	<b>No</b>
2.25Are you happy with our pricing in relation to the quality of our services?		<b>X</b>	
2.26Do you believe that our prices are competitive in the Industry?		<b>X</b>	
2.27Do we offer Volume or Discounted Pricing Plans that provide true benefit to the business?		<b>n/a</b>	
2.28Are the prices commensurate with the skills that are being delivered?		<b>X</b>	
2.29Do all of our pricing strategies or actions positively impact you?		<b>X</b>	
2.30Considering the questions in this section, how would you rate our ability to offer competitive pricing in today's marketplace?		<b>95%</b>	
Comments - Competitive Pricing:			
<b>3. Value Model – Quality that sets and meets expectations</b>		<b>Yes</b>	<b>No</b>
3.29Are you always happy with the quality of the work you receive from LAMBRO?		<b>X</b>	
3.30Do we always staff your Projects or IT Initiatives appropriately the first time?		<b>X</b>	
3.31Do we always set appropriate delivery expectations?		<b>X</b>	
3.32Do we meet delivery expectations?		<b>X</b>	
3.33Do we exceed delivery expectations?		<b>X</b>	

3.34	Do we always provide quality and ample senior leadership time as a part of the overall support of your business?	n/a	
	3.35	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>100%</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>
4.29	Are we always flexible and easy to do business with?	X	
4.30	Do we deploy proper methodologies for measuring the customer satisfaction of deliverables?	X	
4.31	Do your stakeholders agree that those methodologies are effective for your business?	X	
4.32	Are management decisions that impact both you and LAMBRO easy to resolve?	X	
4.33	Do we always provide a variety of solution choices to achieve your goal?	X	
4.34	If there is an issue, is it easy to resolve?	X	
	4.35	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:			