projekt.pm

Client Satisfaction

Assessment of project performance at project end

SURVEY

Project	Date	Topic	Contact person
	Project end	*Assessment of project performance*	*Project team*

ASSESSMENT

Question	Rating Rating 1	2	3	4	5	6	Remarks
How do you rate the project team working with you in terms of …							
Availability							
Commitment							
Schedule adherence							
Friendliness							
Expertise							
Problem-solving skills							
Personal relationship							
Reliability							
Speed							
Briefing							
How satisfied were you with the implementation in terms of …							
Project organisation							
Meeting expectations regarding functionality							
Training							
Documentation							
What would you like to see in our future cooperation?							

Rating scale: 1 = excellent … 6 = unsatisfactory. **Thank you for your time!**

Place, date _____

Name (optional) _____

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