projekt.pm

Client Survey on Project Progress

Quality management · interim survey before the implementation phase

Project	Date	Topic	Survey
	Before moving into the implementation phase	*Assessment of the project so far*	Interviewee:
			Role:
			Interviewer:
			Place, date:

ASSESSMENT

Project progress	How important this point is to me Rating						How well the service provider meets this point Rating						Remarks
	1	2	3	4	5	6	1	2	3	4	5	6	
How do you rate the consulting team working with you in terms of … *													
Availability													
Commitment													
Schedule adherence													
Friendliness													
Expertise													
Problem-solving skills													
Personal relationship													
Reliability													
Speed													

© Georg Hübner MA

May be passed on only unchanged and with credit to the author.

projekt.pm

Project progress	How important this point is to me Rating 1	2	3	4	5	6	How well the service provider meets this point Rating 1	2	3	4	5	6	Remarks
Briefing													
Extent of on-site presence													
Familiarity with the client's systems and processes													
Complete tasks efficiently and within the agreed budget													
How satisfied are you with the current state of implementation in terms of … *													
Project organisation													
Information on processing status													
Meeting expectations regarding functionality													
Training delivered so far													
Project management													
Schedule adherence (meeting agreed deadlines)													
Budget adherence (staying within the agreed budget)													
Communication and reporting (status reports, planning)													
Project documentation													
Quality and scope of services (e.g. training)													
Do you have any wishes or comments regarding our further cooperation? *													

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

** Your feedback is used solely to improve project quality. It will not be used to assess the performance of individual staff members.*

© Georg Hübner MA

May be passed on only unchanged and with credit to the author.