

Customer Satisfaction Survey

Project Name:

Application Title:

Date:

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Technosoft Solution Inc.
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Data Management Solutions
Business Process and Integration



Overview

At Technosoft we are working continuously to provide faster and better services to our valued customers. To understand our customer's needs more comprehensively and thoroughly Technosoft routinely conducts customer satisfaction surveys. We would appreciate your valuable input to help us achieve that goal. The feedback received from you will also allow us to identify strengths and areas of improvement that are important to our customers. As your input and comments are critical to our success, we request you to please take a few minutes to complete the survey form and return it to the address below.

Thank you for your assistance.

Please read each question or statement carefully and select one of the following options by clicking a Radio Button:

- Very Satisfied
- Satisfied
- Undecided
- Somewhat Satisfied
- Dissatisfied

There are few descriptive questions in the end. Please provide your detailed feedback on those.

Your comments are very valuable to us so please provide any comments that further explain your valuable opinion.

Returning Survey:

Please return this survey by:

Return to:

Faisal Saeed
Development Manager
Technosoft Solutions Inc.
faisal.saeed@techno - soft.com

Survey Questions:

1. How satisfied were you with Technosoft's understanding of System Requirements?
 - Very Satisfied
 - Satisfied
 - Undecided
 - Somewhat Satisfied
 - Dissatisfied

 2. How satisfied were you with the requirements documentation. Was the document clear, complete and concise?
 - Very Satisfied
 - Satisfied
 - Undecided
 - Somewhat Satisfied
 - Dissatisfied

 3. How satisfied were you with Technosoft's understanding of your feedback on Requirement Specifications?
 - Very Satisfied
 - Satisfied
 - Undecided
 - Somewhat Satisfied
 - Dissatisfied

 4. How satisfied were you with Technosoft Proposed Design of the System?
 - Very Satisfied
 - Satisfied
 - Undecided
 - Somewhat Satisfied
 - Dissatisfied

 5. How satisfied were you with the documentation of design in Analysis and Design Specifications?
 - Very Satisfied
 - Satisfied
 - Undecided
 - Somewhat Satisfied
 - Dissatisfied
-



6. How satisfied were you with Technosoft's understanding of your feedback on Analysis and Design Specifications?

- Very Satisfied
- Satisfied
- Undecided
- Somewhat Satisfied
- Dissatisfied

7. How satisfied were you with project status reporting? Was the project status appropriately communicated to you on weekly basis?

- Very Satisfied
- Satisfied
- Undecided
- Somewhat Satisfied
- Dissatisfied

8. Anything that you would like Technosoft to add to the weekly status reports?

9. Were all deliverables provided to you on committed time?

- Yes
- No

10. If there was any delay was it communicated well in-advance and was discussed with you?

- Yes
- No

11. How satisfied were you with Technosoft's promptness in responding to the problems or issues reported by you?

- Very Satisfied
 - Satisfied
 - Undecided
 - Somewhat Satisfied
 - Dissatisfied
-



12. How would you rate the Communication Skills of Technosoft Resources? How comfortable did you feel while communicating the requirements or any other issues to Technosoft?

- Very Comfortable
- Comfortable
- Undecided
- Somewhat Comfortable
- Not Comfortable

13. If you could change one thing in Technosoft, what would it be?

14. Any other comments on how Technosoft can improve?

Survey Respondent Information (Optional)

First Name:

Last Name:

Title/Designation:

Email:
