

Your name and job title:			
Your organisation:			
Date:		Project reference	

Ref	Question	Very poor	Disappointing	Satisfactory	Good	Excellent	Does not apply
Customer focus							
1	How do you rate our understanding of your requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	What's our track record in meeting your requirements, to date?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	How good is our communication with you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our products and service							
4	How do you rate the product / service that we provide for you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	How do you rate our ability to adapt our products and services when your requirements change?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value for money							
6	How do you rate our offering in terms of value for money?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	How good are we at adding value (enhancing your organisation through the service we provide to you)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	What is your experience of our charging mechanisms (are charges clear, and always as agreed)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our people							
9	How do you rate the expertise of our people, overall?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	How good are our people at demonstrating our values in their work (partnership; open and honest dialogue; people-centred solutions, adding value; environmental responsibility)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your perceptions of us							
11	What are the things we do well?						
12	What could we do to improve your experience of dealing with us?						
13	How does Community Ventures differ from others in our market, in your opinion?						
14	How would you describe your experience of working with Community Ventures?						
15	Would you recommend Community Ventures to your peers?	<input type="checkbox"/> Yes		<input type="checkbox"/> No			

Please tick here if you do not wish your comments to be used in marketing literature.

Please return to Community Ventures, 4340 Park Approach, Thorpe Park, Leeds, LS15 8GB or by email to info@communityventuresltd.co.uk