

ABC Customer Survey

		Survey Number: CS-	
Company Name:		Gold Release Date:	REF Rev:
Client Contact Name:		Client Phone:	Today's Date:
ABC Company Project Manager:	Account Manager:	AM initials	PM initials
Project Name & Description:			

Overall

	Poor	Fair	Good	Excellent
Overall, how would you rate your satisfaction with ABC Company?				
	Poor	Fair	Good	Excellent

Project Management & Communication

	Poor	Fair	Good	Excellent
How would you rate the project management of this project?				
	Poor	Fair	Good	Excellent
How was the communication between yourself and the ABC Company development team?				

Product Deliverable & Integration

	Poor	Fair	Good	Excellent
How did the project outcome meet your expectations?				
	Poor	Fair	Good	Excellent
How was post-delivery support and efficiency in receiving all materials promised?				
	Poor	Fair	Good	Excellent
If applicable, how was the LMS integration process?				

Future Work

If you were considering another project, how likely is it that you would choose ABC Company again?			
What is the one thing ABC Company can do to increase and maintain your loyalty?			
May we use your testimonial for marketing and PR pieces?	Yes	No	

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Testimonial:		
May we use excerpts of your course for our website and/or contest submissions?	Yes	No
If yes, main contact name is	Phone/email:	
Can you confirm any new opportunities at this time?	Yes	No
If yes, contact name is	Phone/email:	

Additional Comments

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