

Project Outsourcing Survey

Introduction text

Q1. Overall, I am very satisfied with the way (Company) performed (is performing) on this project.

- Strongly disagree Neither agree nor disagree Strongly agree
- Disagree Agree

Q2. Please respond to the following statements by choosing an appropriate reply from the five options.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
(Company) understands what I want to accomplish with this project	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(Company) understands my industry (e.g. financial services, insurance, marketing development)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(Company) has demonstrated the right mix of skills to effectively complete the project	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(Company) staff act in my best interest	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I am satisfied with the (Company) staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3. What would be your top reason for being very satisfied with (Company) staff?

Q4. Please respond to the following statements by choosing an appropriate reply from the five options.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
The (Company) account manager is knowledgeable and professional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel I have a good personal relationship with the (Company) account manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The (Company) account manager is making a positive contribution to my business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The (Company) account manager responds to my enquiries in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I am very satisfied with the (Company) account manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q5. What would be your top reason for being very satisfied with (Company) account manager?

Q6. Compared to how you felt about (Company) before this project, what would you now say is the likelihood of initiating another project with (Company)?

- Better chance based on performance
- About the same chance
- Worse chance based on performance

Q7. Considering the overall value of the project you paid for, was it:

- Exceptional value, worth more than you paid for it
- Good value, worth about what you paid for it
- Poor value, worth less than you paid for it