

# CLIENT PROJECT EVALUATION SURVEY

**PURPOSE OF SURVEY:** We would like to take this opportunity to thank you for allowing RC's PC's to satisfy your recent website design and graphic product needs. As we are always looking to improve the quality of services that we deliver and provide to our customers, we are requesting a few minutes of your time to complete and return the questionnaire below. This information will remain confidential and be utilized by our organization to enhance our current relationship and better serve you, and our future customers. We truly value your opinion and request that you provide responses that are as open, honest, and candid as possible, so we may continue to be your choice for all of your design needs and, hopefully, as we continue to improve our services based on your feedback you will pass along your experiences to others.

**RATING SCALE:** Each question contains two fields that should be rated on a scale of 1 (lowest) to 5 (highest).

The first question will request your rating as to the importance of the subject area to you as a client.

The second question will request your rating as to your satisfaction with our organization in addressing this area of concern for you.

Please be sure to rate each performance area twice, so that we may appropriately associate that which is important to you as a customer with our attention and responsiveness to this particular area. If any of the below questions do not apply to your experience, please circle N/A and proceed to the next question accordingly.

**CLIENT NAME:** \_\_\_\_\_ **Recycle Genie**

\_\_\_\_\_

**CLIENT'S PROJECT CONTACT:** \_\_ **Matt Ingram**

\_\_\_\_\_

**CLIENT'S WEBSITE:** \_\_\_\_\_ [www.rgenie.com](http://www.rgenie.com)

\_\_\_\_\_

**BRIEFLY DESCRIBE PROJECT SCOPE TYPE:** \_\_ **Website development**

**DATE:** \_\_ **6/28/10**

\_\_\_\_\_

**PERFORMANCE AREA:**

Rate the performance area in terms of:

(a.) Importance to me as a client    (b.) My satisfaction with [X]

**EVALUATION OF Robert Chapman's CONTACT:**

1. [X] was courteous, thoughtful, helpful, and responsive when communicating with me.

1 2 3 4 **5** N/A

1 2 3 4 **5** N/A

2. [X] understood my project needs and asked appropriate questions to clarify any items of ambiguity.

1 2 3 4 **5** N/A

1 2 3 **4** 5 N/A

3. [X] listened to modifications requested and implemented these changes in an expeditious and professional manner.

1 2 3 4 **5** N/A

1 2 3 4 **5** N/A

4. [X] responded to each of my correspondences in a timely manner.

1 2 3 4 **5** N/A

1 2 3 4 **5** N/A

5. [X] was knowledgeable and asked relevant questions related to my project needs.

1 2 3 4 **5** N/A

1 2 3 4 **5** N/A

6. [X] provided a clear timeframe for delivering mock-ups and my completed project, and adhered to these projections.

1 2 3 4 **5** N/A

1 2 3 4 **5** N/A

7. [X] delivered a project that I am satisfied with and followed-up to ensure my satisfaction with the completed materials.

1 2 3 4 **5** N/A

1 2 3 4 **5** N/A

8. [X] took responsibility for anything that went wrong during my project development and provided an acceptable and favorable resolution to deal with the matter.

1 2 3 4 **5** N/A

1 2 3 4 **5** N/A

9. [X] delivered a product that I am confident is in complete working order and meets all of my project criteria.

1 2 3 4 **5** N/A

1 2 3 4 **5** N/A

10. [X] went above and beyond to ensure my satisfaction and/or anticipated what I needed prior to me making a request.

1 2 3 4 **5** N/A

1 2 3 4 **5** N/A

11. [X] worked within my budget to propose a plan that would meet both my design and financial needs.

1 2 3 4 **5** N/A

1 2 3 4 **5** N/A



## EVALUATION OF PROJECT MATERIALS:

Rate the performance area in terms of:

(a.) Importance to me as a client    (b.) My satisfaction with [X]

1. Completed product package I received met or exceeded my expectations.

1 2 3 4 **5** N/A

1 2 3 **4** 5 N/A

2. Completed product package was delivered within or under the quoted timeline.

1 2 3 4 **5** N/A

1 2 3 4 **5** N/A

3. Completed product package possesses all modern styles and trends and focuses on a progressive approach to design.

1 2 3 **4** 5 N/A

1 2 3 **4** 5 N/A

4. Completed product was delivered in an easily accessible format and packaged in a systematic and efficient method for extraction, evaluation, and review.

1 2 3 4 **5** N/A

1 2 3 4 **5** N/A

5. Completed product package utilized the latest version of all software applicable and contained within my design.

1 2 3 4 **5** N/A

1 2 3 4 **5** N/A

6. Completed product package addresses my needs and that of my industry, and conveys my information in my requested format.

1 2 3 4 **5** N/A

1 2 3 4 **5** N/A

7. Completed product package was delivered at the price quoted.

1 2 3 4 **5** N/A

1 2 3 4 **5** N/A

8. Completed project package cost was competitive and within or under quotes received from other vendors.

1 2 3 4 **5** N/A

1 2 3 4 **5** N/A

9. Completed project package value is consistent with the design returned.

1 2 3 4 **5** N/A

1 2 3 4 **5** N/A

9. Completed project package contained all file formats needed and/or available for the given design item.

1 2 **3** 4 5 N/A

1 2 **3** 4 5 N/A

**ADDITIONAL QUESTIONS:**

1. Have you ever used Robert Chapmans services before? If so, what was the scope of that project?

**ANSWER: Yes. Recycle Genie Website**

2. Are there any other services you are interested in RC's PC's completing for you in the future?

**ANSWER: Yes. As our company expands we would like to expand our website.**

3. Are there any services that you required or desired that RC's PC's does not presently offer?

**ANSWER: Not that I am aware of.**

4. What do you like most about RC's PC's?

**ANSWER: Extraordinary communication. You guys are great at delivering on time and following up on questions or concerns.**

5. Based on your project results, would you engage the services of RC's PC's again?

**ANSWER: Yes**

6. Based on your project results, would you recommend the services of RC's PC's to others?

**ANSWER: Yes, already have.**

**PLEASE USE THE SPACE BELOW TO PROVIDE ANY ADDITIONAL SUGGESTIONS, COMMENTS, OR FEEDBACK REGARDING YOUR EXPERIENCE:**

**It's no wonder you guys are increasingly busy, you do a great job. I can't speak enough to how prompt you guys are at returning e-mails and completing projects/revisions. That, along with your excellent work will continue to get you all the business you can handle. Keep up the great work!**

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