

CLIENT FEEDBACK

Nutbrook Engineering Group has been privileged in providing your company with Consultancy Services.

As part of our best practice strategy we are constantly striving to improve the quality of the service that we provide our clients.

We would appreciate it if you could take the time to complete this client satisfaction survey thus providing us with valuable feedback.

Client: _____

Contact: _____

Project: _____

Date: _____

Please indicate your response by selecting from the drop down menu.

NB - This form may not be accessible from mobile devices.

Feedback Requested

Scale of 1-10 with 10 being very satisfied

1. Rate the quality and timeliness of the information provided to you regarding staging of the project, and your involvement and responsibilities in these stages.
2. How satisfied were you that our initial interpretation of your requirements met your needs?
3. How satisfied were you with the responsiveness of the Nutbrook Group team to your requests?
4. How satisfied were you with the professionalism and integrity of the Nutbrook Group team?
5. How satisfied were you with the communication protocols?
6. How satisfied were you with the documentation and reporting provided by Nutbrook Group?
7. How satisfied were you that you understood the process and schedules prior to sign off?

8. How satisfied were you that the timeframes were met?
9. How satisfied are you that the Nutbrook Group fee provided good value?
10. Overall, how satisfied were you working with the Nutbrook Group team on this project?
11. Would you recommend Nutbrook Group to colleagues or business contacts?
12. Would you be willing to provide a written testimonial to Nutbrook Group?

If you have any additional comments or suggestions to help us better address your needs, please note them here:

Please email this document to: info@nutbrookgroup.com

Thank you for taking the time to complete this survey.
Your feedback is very much appreciated and will assist in our continual process of service improvement.