

Service Level Ability Response

Ability to provide acceptable levels of service to customers (Main Evaluation Question #4)

Customer Feedback



Questionnaire for customer feedback on tenderer

Please provide a rating for the tenderers service provided in accordance with the questions below

Please evaluate the project in line with the following questions, whereby the rating of the performance would be:

1 = Well Below Expectations 2 = Below Expectations 3 = Met Expectations

4 = Above Expectations 5 = Well Above Expectations

Thank you for your cooperation!

Customer Name :

Customer contact details :

Period of Service :

Description of services provided

Date:

Name and role of the person completing the survey:

1. Please rate the service providers performance in terms of customer satisfaction?

2. Please rate the service providers performance with regards to:

a.) Meeting their service level obligations

b.) Service management reporting

c.) Additional information exchange (presentations, e-mails, calls...)

Comments:

3.) Did the service provider have the necessary competency levels to meet your requirements?

4.) Did the service provider meet the delivery expectations in the following areas?

a) Time management

b) Quality management

c) Change management

d) Risk management

Comments:

Additional Comments

Respondents Signature

