

Customer Satisfaction Form for External Clients

I am writing to you to request feedback about the services and support provided by the Strategic Procurement Unit (SPU).

Your feedback is very useful to us in reviewing and improving the quality of our service and

I would appreciate it therefore if you would spend a few minutes completing this form.

Your feedback will of course be treated in confidence and used solely for the purposes of developing our services to you.

Your Name:

Group (Please select one from the list):

Department or Service:

Your Email Address:

Your Telephone Number:

Date of Completion:

Procurement Lead (Please select one from the list):

In-Tend Reference Number for Project:

Project Title:

Now that you have completed the 'General Information' tab please complete the 'Quality of Services' tab.

--

Quality of Services

I am writing to you to request feedback about the services and support provided by the Strategic Procurement Unit (SPU).

How would you rate the communication with your Procurement contact(s) throughout the project?

Overall, how did we adhere to the project time-scales and deadlines we agreed prior to the project?

Overall, how would you rate the professionalism of your Procurement contact throughout the project?

Overall, how would you rate the quality of the service provided?

Overall, how would you rate the value added to the project by the Strategic Procurement Unit?

Overall, how would you rate our support in resolving issues, problems and developments during the project?

Overall, how would you rate your satisfaction with the service provided?

What did we do particularly well in supporting you on this project?

What could we do differently to improve our services?

Is there any reason why you would NOT use the Strategic Procurement Unit in the future?

Please provide reasons why...

Would you be prepared to discuss your feedback in more detail with Paul White?

Thank you for taking the time to complete this
form. Kind Regards, Paul White (Strategic
Procurement Manager)



strategic

e project?

e project?

the project?

Unit?

during the project?