# Project Completion Satisfaction Survey

We recently completed a project for your organization. As a valued customer, your opinion is very important to us. To achieve total customer satisfaction, we believe that we must continually improve our services and products. Your feedback on our performance is a critical step in our continuous improvement process.

This survey asks how well we did from your viewpoint at the end of the project.

|  |  |  |  |
| --- | --- | --- | --- |
| Your Name: | Optional | Project Manager: | Click to Enter Text |
| Company Name: | Click to Enter Text | Date: | 1/4/22 |
| Telephone Number: | Optional | Location: | Click to Enter Text |

## Survey Instructions

Please check one of the following categories listed below that most closely describes your department.

|  |  |
| --- | --- |
| Executive Management | Training |
| Operations | Human Resources |
| Engineering | Quality |
| Maintenance | Environmental |
| Finance | Purchasing |
| Safety | Other: |

Please complete the questions below completely and candidly. When you are complete, save the document and return the survey to me electronically at your earliest convenience.

Thank you for responding to our survey.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Performance Areas | Level of Satisfaction | | | | |
|  | N/A | Low |  |  | High |
| How well did the project personnel: | | | | | |
| 1. Solicit, listen to, and resolve your concerns? |  |  |  |  |  |
| 1. Display flexibility in responding to your needs? |  |  |  |  |  |
| How well did we perform on this project with respect to: | | | | | |
| 1. Project management? |  |  |  |  |  |
| 1. Cost management? |  |  |  |  |  |
| 1. Schedule management? |  |  |  |  |  |
| 1. Quality management? |  |  |  |  |  |
| Finally: | | | | | |
| 1. What was your overall level of satisfaction? |  |  |  |  |  |
| 1. Would you choose us for future projects/services? |  |  |  |  |  |
| Is there anything else you would like to make us aware of? | | | | | |
| Enter Comments Here | | | | | |