

Client Feedback Form



To help us assess and improve the effectiveness of our services, your feedback would be greatly appreciated. An online version of this form can be found on our website at www.otagem.com -> Contact -> Client Feedback

About You			
Name		Company	
Job title		Email Address	
Details of your Engagement(s) with Otagem			
Engagement Summary / Ref		Otagem Consultant(s)	

Please rate the following, including comments (positive or negative) where you feel appropriate
 Ratings: 5 = Excellent, 4 = Good, 3 = Satisfactory, 2 = Below Average, 1 = Poor

Area	Evaluation Criteria	Rating					Comments
		5	4	3	2	1	
Quality of Work	Understanding of and focus on client needs	5	4	3	2	1	
	Compliance with client's requirements	5	4	3	2	1	
	Responsiveness to changing requirements	5	4	3	2	1	
	Timely implementation and completion of Work	5	4	3	2	1	
	Quality of handover documentation	5	4	3	2	1	
Personnel	Attitude and ability of personnel	5	4	3	2	1	
	Working Relationships	5	4	3	2	1	
	Overall performance	5	4	3	2	1	
Costs	Completion of work to budget	Yes / No					
	Delivery of value for money	Yes / No					
Other	Could Otagem Services be improved?	Yes / No					
	Would you use Otagem again?	Yes / No					
	Would you recommend Otagem to other organisations?	Yes / No					
	Would you be happy for your comments to be used on our Website?	Yes / No					

Signed: _____

Date: _____