

Client Feedback Questionnaire			
Company Name		Date	
Representative Name		Job Title	

1	2	3	4	5	6
Disagree Strongly	Disagree Generally	Disagree Partly	Agree Partly	Agree Generally	Agree Strongly

Using the above guide, please indicate a rating for each of the following statements						
Performance Standards	1	2	3	4	5	6
1. We clearly identified your needs/objectives in relation to the project/assignment						
2. We met your needs in relation to objectives of the project/ assignment						
3. We kept you regularly informed of progress in relation to the project status						
4. We notified you promptly of any issues or changes to the project scope						
5. We kept our commitments on agreed timelines.						
6. We established effective working relationships with personnel in your organisation.						
7. Our report and advice was clear, concise and practical.						
8. We provided an accurate diagnosis of causes of problem areas.						
9. We provided a high standard of assistance and advice.						
10. We provide good value compared to our competitors.						

General Feedback
11. Please identify any aspects of our consulting services that were well done?
12. Please identify any aspects of our consulting that were not well done?
13. Is there something you would suggest to improve our service?