

NVI, LLC Customer Satisfaction Survey

NVI, LLC requests your help. Please complete the following Customer Satisfaction Survey based on the project we recently completed for your organization. You, our customers, are our greatest asset and their satisfaction is very important to our company. Our goal here at NVI, LLC is to provide the best service possible.

Client Name:	Project Name:	Client Project Manager:	Project Number:
NVI, LLC Technician Name:	NVI, LLC Assistant Name:	Project Location:	Date:

1. NVI, LLC's timeliness of initial response to your inquiry was satisfactory?

Strongly Disagree Disagree Agree Strongly Agree

2. NVI, LLC followed specified instructions?

Strongly Disagree Disagree Agree Strongly Agree

3. NVI, LLC communicated well throughout the project?

3a. With Contractor?

Strongly Disagree Disagree Agree Strongly Agree

3b. With Customer?

Strongly Disagree Disagree Agree Strongly Agree

4. NVI, LLC performed in a courteous and professional manner throughout the duration of the project?

Strongly Disagree Disagree Agree Strongly Agree

5. Were you satisfied with our Technician's expertise?

Strongly Disagree Disagree Agree Strongly Agree

6. Regarding reports completed for this project:

6a. Reports were completed in a timely manner.

Strongly Disagree Disagree Agree Strongly Agree

6b. Reports were thorough.

Strongly Disagree Disagree Agree Strongly Agree

6c. Reports were neat upon receipt.

Strongly Disagree Disagree Agree Strongly Agree

7. Regarding equipment used:

7a. NVI, LLC used the proper equipment for the job?

Strongly Disagree Disagree Agree Strongly Agree

7b. NVI, LLC provided minimum equipment downtime?

Strongly Disagree Disagree Agree Strongly Agree

8. Regarding NVI, LLC's productivity:

8a. NVI, LLC provided services with minimum errors?

Strongly Disagree Disagree Agree Strongly Agree

8b. NVI, LLC was productive throughout their duties?

Strongly Disagree Disagree Agree Strongly Agree

8c. NVI, LLC prioritized tasks for the project?

Strongly Disagree Disagree Agree Strongly Agree

8d. NVI, LLC kept "surprises" to a minimum throughout the project?

Strongly Disagree Disagree Agree Strongly Agree

9. Regarding safety:

9a. NVI, LLC worked safely throughout the project?

Strongly Disagree Disagree Agree Strongly Agree

9b. NVI, LLC used the proper P.P.E. throughout the duration of the project?

Strongly Disagree Disagree Agree Strongly Agree

10. NVI, LLC management asked relevant questions and gathered appropriate information in order to understand the job scope and properly prepare his/her team for the project?

Strongly Dissatisfied Dissatisfied Satisfied Strongly Satisfied

11. NVI, LLC crew had been briefed by his/her operations manager with all relevant information such as their client contact, job procedures/requirements, PO/AFE requirements, and job location (including directions) prior to arriving on the jobsite.

Strongly Disagree Disagree Agree Strongly Agree

12. The overall experience with NVI, LLC throughout this project was...

Strongly Dissatisfied Dissatisfied Satisfied Strongly Satisfied

13. Would you hire NVI, LLC again?

Strongly Disagree Disagree Agree Strongly Agree

14. Additional Comments: _____

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated.

Client Representative: _____ Date: _____

Technician: _____ Date: _____

Reviewed By NVI, LLC Management: _____ Date: _____