

**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.

<b>Client Name:</b>	<b>Project Name:</b>	<b>Client Project Manager:</b>	<b>Project Number:</b>
<b>NVI, LLC Technician Name:</b>	<b>NVI, LLC Assistant Name:</b>	<b>Project Location:</b>	<b>Date:</b>

**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: \_\_\_\_\_