

CUSTOMER SATISFACTION SURVEY			
Customer Name: Electronic Services			
Project Name: CCTV-Wales Website launch		Project Number: 0064	
Project Manager: Gomer Williams		Date: 1 October 2008	
1. Did the project deliver the RESULTS and the QUALITY that were expected? (Please tick)			
Less than expected	As expected <input checked="" type="checkbox"/>	More than expected	Consistently more
1a. Were key project deadlines met in so far as HML could be expected to control?			
Less than expected	As expected	More than expected <input checked="" type="checkbox"/>	Consistently more
1b. Was regular discipline and direction provided by HML with clear deliverables and quality work at each stage of the project?			
Less than expected	As expected <input checked="" type="checkbox"/>	More than expected	Consistently more
1c. Did the project team produce as well as guide; be total team players and focus on delivering results?			
Less than expected	As expected <input checked="" type="checkbox"/>	More than expected	Consistently more
2. The project PROCESS (approach, communication, and staffing) was: (Please tick)			
Less than expected	Met expectations	Exceeded expectations <input checked="" type="checkbox"/>	Consistently exceeded
2a. Was there open, honest and timely communications, with no surprises, acting as one project team?			
Less than expected	Met expectations <input checked="" type="checkbox"/>	Exceeded expectations	Consistently exceeded
2b. Were the right personnel assigned consistently throughout the project life-cycle?			
Less than expected	Met expectations	Exceeded expectations <input checked="" type="checkbox"/>	Consistently exceeded
2c. Did the project team bring an outside perspective to bear, and also demonstrate creative and flexible approaches in meeting project objectives?			
Less than expected	Met expectations	Exceeded expectations <input checked="" type="checkbox"/>	Consistently exceeded
2d. Did the project team listen, learn, and then execute an approach to solve business problems?			
Less than expected	Met expectations	Exceeded expectations <input checked="" type="checkbox"/>	Consistently exceeded

3. The OVERALL SERVICE for the project was:

Less than expected Met expectations Exceeded expectations Consistently exceeded

4. Your General Comments: (Can we quote you if applicable and feature your project yes/no)

Very please with the service provided by HMC, were always helpful in providing new ideas to assist in the development of the project.

Print Name: Phil Hardman

Title: Director

Signature: 