



## Services Evaluation

Complete the evaluation online at [www.KLASresearch.com](http://www.KLASresearch.com) or email to [eval@KLASresearch.com](mailto:eval@KLASresearch.com)

Name:	Phone:
Title:	Email:
Organization:	

Scope Questions	Answer	Service:	Service:
A. When was the project completed? (List end date or "ongoing")	Date/ongoing		
B. If ongoing, list the project start date	Date		
C. Without breaking confidence, what were the overall costs of the services provided?	\$/year or '\$'		
<b>Performance Questions</b> <b>Ratings Scale: 1 (Low) through 9 (High)</b> 9 = Extremely Satisfied: Flawless, could not be better.      4 = Somewhat Dissatisfied: Some good things happen. 8 = Very Satisfied: Little if any negative, almost perfect.      3 = Dissatisfied: Significant numbers of unresolved issues. 7 = Satisfied: Insignificant number of unresolved issues.      2 = Very Dissatisfied: Little if any positive. 6 = Somewhat Satisfied: Some bad things happen.      1 = Extremely Dissatisfied: Nothing ever goes right. 5 = Acceptable/OK: Most issues resolved over time.			
<b>Sales &amp; Contracting</b>			
1. Contract process, terms, and administration	1-9		
2. Services delivered as sold in the proposal and contract	1-9		
3. Received your money's worth	1-9		
4. Avoids charging for every little thing; doesn't nickel-and-dime	Yes/No		
<b>Service Delivery</b>			
5. Staff is trained and knowledgeable of the product, the industry, and your needs	1-9		
6. Service delivery meets the contracted time frame	1-9		
7. Vendor executive involvement	1-9		
8. Lives up to expectations	1-9		
9. Keeps promises	Yes/No		
<b>General</b>			
10. Demonstrates real problem resolution	1-9		
11. Overall communication with your organization	1-9		
12. Likely to recommend to a peer or friend	1-9		
13. Overall satisfaction	1-9		
14. Would you buy this again?	Yes/No		
15. Rank this service compared to others you are familiar with (1=the best, 2=one of best, 3=NOT one of best)	1, 2 or 3		