

Post-Project Customer Satisfaction Survey

This satisfaction survey is directed toward all sponsors, stakeholders, and project team members.

Question	Extremely Satisfied	Very Satisfied	Moderately Satisfied	Slightly Satisfied	Not at all Satisfied
Are you satisfied that the deliverable dates were met according to the final project plan?					
Are you satisfied with the level of involvement you had on the project?					
How satisfied are you that the status reports were clear and concise and contained enough information to determine project progress?					
Are you satisfied with the change management process?					
Do you think that problems were addressed and resolved in a timely manner?					

Eric Meade
4/18/13
BUS-4530 – Spring 2013

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What is your overall level of satisfaction with the product or service of the project?					
Are you satisfied with the quality process used during the project?					
What is your overall level of satisfaction with the project management process?					
Overall, are you satisfied with the amount of information you received during the project regarding status, problems, and progress?					

What communication, organization, structural problems in general were encountered, and how could we have done better in these areas?

Do you have any other questions or comments?

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References

Egeland, B. (2011, August 30). *Assessing satisfaction post-project*. Retrieved from <http://pmtips.net/assessing-satisfaction-postproject/>

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