

ECB Customer Satisfaction Survey

1. Please rate the following aspects of our work.							
	Excellent	Good	Adequate	Poor	Unacceptable	Rating Average	Response Count
Understanding your business requirements	60.0% (6)	40.0% (4)	0.0% (0)	0.0% (0)	0.0% (0)	1.40	10
Communicating clearly and effectively	50.0% (5)	50.0% (5)	0.0% (0)	0.0% (0)	0.0% (0)	1.50	10
Keeping you informed of progress	50.0% (5)	50.0% (5)	0.0% (0)	0.0% (0)	0.0% (0)	1.50	10
Meeting timescales	30.0% (3)	70.0% (7)	0.0% (0)	0.0% (0)	0.0% (0)	1.70	10
Working with you and your team	60.0% (6)	40.0% (4)	0.0% (0)	0.0% (0)	0.0% (0)	1.40	10
Providing value for money	50.0% (5)	50.0% (5)	0.0% (0)	0.0% (0)	0.0% (0)	1.50	10
Responding promptly to problems	60.0% (6)	40.0% (4)	0.0% (0)	0.0% (0)	0.0% (0)	1.40	10
Meeting overall project objectives	60.0% (6)	40.0% (4)	0.0% (0)	0.0% (0)	0.0% (0)	1.40	10
	<i>answered question</i>						10
	<i>skipped question</i>						0