



LAMBRO Client Satisfaction Survey

360° Feedback Form

1. Value Model – Ability to Deliver	Yes	No
1.1 Does the consultant have the appropriate skill set?		
1.2 Is the consultant getting the job done as originally proposed or within an agreed change request process?		
1.3 Is the consultant always on-time and on-budget with their work?		
1.4 Does the consultant perform the jobs properly the first time?		
1.5 Is it a common practice that the consultant measures their solutions to ensure that they have effectively met the business needs?		
1.6 Considering the questions in this section, how would you rate the consultants ability to deliver in your current environment		%
2. Value Model – Competitive pricing	Yes	No
2.1 Are you happy with our pricing in relation to the quality of this consultant?		
2.2 Do you believe the consultant's rate is competitive in the Industry?		
2.3 Considering the questions in this section, how would you rate the value of the consultant to others in today's marketplace?		%
3. Value Model – Quality that sets and meets expectations	Yes	No
3.1 Are you always happy with the quality of the work you receive from this consultant?		
3.2 Does the consultant always set appropriate delivery expectations?		
3.3 Does the consultant meet delivery expectations?		
3.4 Does the consultant exceed delivery expectations?		
3.5 Considering the questions in this section, how would you rate the consultant's ability to deliver quality service in terms or setting, meeting and exceeding expectations?		%
4. Value Model – Service ease in conducting our business with them	Yes	No
4.1 Is the consultant always flexible and easy to do business with?		
4.2 Does the consultant deploy proper methodologies for measuring the customer satisfaction of deliverables?		
4.3 Do your stakeholders agree that those methodologies are effective for your business?		
4.4 Are technical and related management decisions that impact consultant easy to resolve?		
4.5 Does the consultant always provide a variety of solution choices to achieve your goal?		
4.6 Considering the questions in this section, how would you rate our ease of working with the consultant in your current environment?		%