|  |  |
| --- | --- |
| **Client:** | **Contact:** |
| **Date:** | **Position:** |

As a valued client of FQM, we are always looking at ways to improve on our own quality management processes, and value all client feedback, of all flavours, for your BMS and for the service we provide to you. We ask can you please take 5-10 minutes to complete the attached and submit back to Janette.simpson@fqmltd.com.

On a scale of 1-5 please rate the below topic questions (1 being lowest)

|  |  |  |  |
| --- | --- | --- | --- |
|  | Importance |  | How Well |
| Topic | 1 | 2 | 3 | 4 | 5 |  | 1 | 2 | 3 | 4 | 5 |
| Improving the management of your business |[ ] [ ] [ ] [ ] [ ]   |[ ] [ ] [ ] [ ] [ ]
| Gaining and Retaining More Customers |[ ] [ ] [ ] [ ] [ ]   |[ ] [ ] [ ] [ ] [ ]
| Recruiting and retaining good staff |[ ] [ ] [ ] [ ] [ ]   |[ ] [ ] [ ] [ ] [ ]
| Improving productivity of your operations |[ ] [ ] [ ] [ ] [ ]   |[ ] [ ] [ ] [ ] [ ]
| Reducing the costs of fulfilling customer orders |[ ] [ ] [ ] [ ] [ ]   |[ ] [ ] [ ] [ ] [ ]
|   | **Importance** |  | **How Satisfied** |
| Topic | 1 | 2 | 3 | 4 | 5 |  | 1 | 2 | 3 | 4 | 5 |
| Our consultant understands your particular business |[ ] [ ] [ ] [ ] [ ]   |[ ] [ ] [ ] [ ] [ ]
| We provide advice and support beyond the annual audit |[ ] [ ] [ ] [ ] [ ]   |[ ] [ ] [ ] [ ] [ ]
| Our reports are meaningful and usable for your management |[ ] [ ] [ ] [ ] [ ]   |[ ] [ ] [ ] [ ] [ ]
| We are easy to do business with |[ ] [ ] [ ] [ ] [ ]   |[ ] [ ] [ ] [ ] [ ]
| We demonstrate quality in all our contacts with you |[ ] [ ] [ ] [ ] [ ]   |[ ] [ ] [ ] [ ] [ ]

Comments:

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| --- |
| What is the best value aspect of our service? |
|  |
| What is the aspect we most need to improve? |
|  |
| Any other comment that you wish to make. |
|  |
| Recommendation: (how likely would you recommend FQM to others?) |
|  |