



CUSTOMER SATISFACTION SURVEY FORM

Dear Client-Partners,

In line with our commitment to deliver best-of-class products and services to our customers, we are again embarking on our Annual Customer Satisfaction Survey. ABSI has always been committed to improve our products and services through regular customer feedback. Your opinions and suggestions are indeed important to us, and your participation in this survey will help us realize our commitment.

You have our assurance that the results of the survey will be communicated to you and that you will be informed of the changes and improvements that ABSI will undertake as a result of your feedback.

Thank you for your participation and valuable inputs. We look forward to a renewed and strengthened partnership with you.

Your total business solutions partner!


Menchie Aragon
President

| | | |
|---------------------|---|-------------------------------|
| Client Company Name | : | _____ |
| User Representative | : | _____ |
| | | (signature over printed name) |
| Project Name | : | _____ |
| Date of Survey | : | _____ |

I. OVERALL RATING

1. Please rate your overall experience with the System:

4 - Outstanding

2 - Fair

Others: _____

3 - Good

1 - Poor

2. With which features of the Systems are you most satisfied?

3. With which features of the software/systems are you least satisfied? Please indicate why?

4. Will you recommend ABSI and its products to other clients having the same requirements?
(If NO, pls. give reason/s)

II. DELIVERY OF SERVICE

Are ABSI Personnel able to meet your service expectations? Please rate each Service Factor by checking the circle that best describes ABSI Personnel and their Service Delivery. Please indicate the name of the ABSI Technical Support Staff.

Each factor is rated 1 to 4 with the following equivalent:

4 = outstanding 2 = fair
3 = good 1 = Poor

Use the 'Other Remarks' space for any additional comments on the ABSI Personnel and their Service Delivery. (Additional Forms are available in our website at www.absionline.com)

| Name of ABSI Project / Technical Support Staff: | RATING | | | | Other Remarks |
|---|-----------------------|-----------------------|-----------------------|-----------------------|---------------|
| | 1 | 2 | 3 | 4 | |
| Job Knowledge \ Has full grasp, understanding, and mastery of tasks being performed \ Perform tasks with great skill or expertise \ Ability to determine a question/problem and taking appropriate and effective solution/s | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |
| Quality of Work \ Works produced are excellent and of value \ Perform tasks thoroughly and reliably \ Produce accurate, complete in all details, dependable, effective and consistent quality of work | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |
| Quantity of Work and Productivity \ Volume of work are produced at expected schedule \ Consistently produce high output in relation to available input of materials, labor and other resources \ The speed of which work was satisfactorily completed without compromising on quality and timeliness of output. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |
| Meeting of Assigned Works Schedules and Deliverables \ Effective in setting priorities and in managing his/her time \ Adheres to the deadlines set for the completion of assigned tasks within schedules and budgets \ Having a strong sense of duty or willingness to meet deadlines | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |
| Job Attitude \ Self motivated and manifests enthusiasm and drive \ Initiates constructive actions and demonstrates capacity for handling work problems or difficulties \ Extent to which the he/she can be counted on to carry out instructions and assignments to fulfill responsibilities | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |
| Communication Skills \ Ability to get ideas across in a clear, logical and persuasive manner \ Active listening and expressing of complex ideas in simple and understandable manner \ Regularly submit project status reports and/or bulletins | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |
| Customer and/or Partner Relations \ Ability to effectively work with people at all corporate levels \ Articulate a personal position while respecting the opinions of others \ Promote positive image of the company | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |

PLEASE SUBMIT THE COMPLETED FORM TO ABSI OFFICE OF THE PRESIDENT
 2F Gloria Bldg., 109 Aguirre St., Legaspi Village, Makati City. ☎ 867-2245 to 48 📠 867-2245
 THANK YOU FOR YOUR COOPERATION.