

Customer Satisfaction NPS B2B

< Name Organization >

Dear Partner,

With this Survey we like to gather information in relation to your opinion and experiences with < Name Organisation >.

You will be given the opportunity to answer below questions and to provide ideas, suggestions and/or comments to improve our services. In particular your explanation is for us of great value. We would highly appreciate your cooperation.

Questions:

1. How likely is it that you will recommend < Name Organization > to other companies, colleagues or business partners?

(Whereby 1 = 'Not at all Likely' and 10 = 'Extremely Likely')

1 2 3 4 5 6 7 8 9 10

2. In general, how satisfied are you about < Name Organization >?

(Whereby 1 = 'Extremely dissatisfied' and 10 = 'Extremely Satisfied')

1 2 3 4 5 6 7 8 9 10

3. To what extent do you think that < Name Organization > is better or worse than its competitors?

(Whereby 1 = 'much worse' and 10 = 'far better')

1 2 3 4 5 6 7 8 9 10

4. Imagine that you would have to choose, how likely is it that your company after the end of the contract is still customer at < Name Organization >?

(Whereby 1 = 'absolutely not' and 10 = 'Certainly is')

1 2 3 4 5 6 7 8 9 10

5. To what extent does the service of < Organization Name > meet your expectations?

(Whereby 1 = 'not at all' and 10 = 'completely')

1 2 3 4 5 6 7 8 9 10

Do you have any questions? Please send a message to info@ask-advise.nl or visit our website: www.ask-advise.nl/en.

6. Room for additional information. If you populated at one of the above questions 'Neutral', 'Unlikely' of 'Not at all likely', would you than please explain your opinion and let us know what we can improve to meet your needs?

We like to thank you for your cooperation. This information will help us to improve our services.

< *Name Organization* >



Background information

Required a Client Satisfaction Survey based on NPS, focussed on the companies regular services B2B.

1. Design a short questionnaire, to be quick and easy filled in > maximum time 5 minutes.
 2. Send questionnaire to the Client, addressed in the provided contact list.
 3. Attach prepaid reply envelope adressed to Ask Advise & Consultancy.
 4. Provide a report with results, conclusions and recommendations.
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