

'Customer Satisfaction Survey Software'
< Name Organisation >

Dear Client,

With this Survey we like to gather information in relation to your opinion and experiences with *< Name Software >* for the reporting of

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

Theorem:

	Extremely Likely	Likely	Neutral	Unlikely	Not at all Likely	N/A
1. The <i>< Software ></i> is for you as <i>< Profession ></i> and for your organisation of additional value.						
2. The <i>< Software ></i> is qua functionality 'user friendly'.						
3. The time spend on the use of <i>< Software ></i> is acceptable.						
4. You advise colleagues to make use of <i>< Software ></i> .						
5. The costs for <i>< Software ></i> are competitive and realistic.						
6. You see a quality mark development for <i>< Software ></i> as an additional value for your organisation.						
7. You are willing to spend more time on reporting, being able to meet the future demand of Health care insurance companies.						

Number of preferred changes	< 5	5-10	10-20	>20	Change Totally	Don't know- N/A
8. If you prefer to change <i>< Software ></i> . How many changes do you need on <i>< Software ></i> , so that it will fits better to the needs of your organisation?						

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

9. Room for additional information. If you populated in one of the above theorem 'Neutral', 'Unlikely' of 'Not at all likely', would you than please explain your opinion?

We like to thank you for your cooperation. This information will help us to improve our product development and strategy.

< *Name Organisation* >

Background information

New Software for client registration and to follow protocols. The goal of this survey is the improvement of the Software, 'meeting the users' needs'.

1. Design a short questionnaire, to be quick and easy filled in > maximum time 10 minutes.
 2. Send questionnaire to the Client, addressed in the provided contact list.
 3. Attach prepaid reply envelope addressed to Ask Advise & Consultancy.
 4. Provide a report with results, conclusions and recommendations.
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