

COPS Baseline 6-5: Client Feedback Form

ABSTRACT

How do you know that your firm is doing a good job?

Ask your customer than measure your results and monitor your results to strive for Continuous Improvement! This Client Feedback Form is a quick and simple 10 question form that can be used in a face to face interview or via phone call with your client. It has a check-the-box rating system ranging from Excellent to Bad and a variety of questions designed to give the user a comprehensive overview of your client's satisfaction with the services that your firm has provided. Questions touch all the key points (Scope, Budget, Schedule, Quality, and Communication) that should be of interest to you and your client.