

# Management Survey



## Key Questions/Statements

### Management's Prediction of Customer's Responses

Actual Customer Response	Robert Toliver	Fredrick Thompson	John Gleason	Cindy Westlake	Carol Duval	Spencer Jessman	Elizabeth Arbeli	Trevor Quenslik	Peter Giles	Andrea Fitzmons	
<b>On an overall basis, how satisfied are you with our company?</b>	53%	46%-60%	46%-60%	31%-45%	16%-30%	46%-60%	31%-45%	46%-60%	31%-45%	46%-60%	Over 60%
How satisfied are you with the ease of doing business with our company?	45%	46%-60%	46%-60%	31%-45%	31%-45%	46%-60%	31%-45%	46%-60%	46%-60%	46%-60%	46%-60%
I would purchase products or services from your company again.	88%	46%-60%	31%-45%	46%-60%	31%-45%	Over 60%	46%-60%	Over 60%	46%-60%	Over 60%	46%-60%
I would recommend your company to an associate.	80%	46%-60%	31%-45%	31%-45%	31%-45%	46%-60%	31%-45%	46%-60%	31%-45%	46%-60%	46%-60%
<b>How satisfied are you with our billing and invoicing?</b>	53%	46%-60%	46%-60%	16%-30%	31%-45%	46%-60%	46%-60%	Over 60%	31%-45%	46%-60%	46%-60%
Invoices from your company are complete and accurate.	54%	46%-60%	46%-60%	16%-30%	31%-45%	31%-45%	46%-60%	Over 60%	46%-60%	46%-60%	46%-60%
Billing issues are fairly and satisfactorily resolved.	55%	31%-45%	46%-60%	46%-60%	31%-45%	31%-45%	31%-45%	46%-60%	31%-45%	Over 60%	Over 60%
When there is an issue with an invoice, your personnel are accommodating and helpful.	79%	31%-45%	46%-60%	46%-60%	31%-45%	31%-45%	31%-45%	46%-60%	16%-30%	Over 60%	46%-60%
<b>How satisfied are you with the procedures we use for providing quotes?</b>	65%	16%-30%	31%-45%	31%-45%	16%-30%	46%-60%	46%-60%	31%-45%	16%-30%	0%-15%	46%-60%
Price quotes are provided quickly and accurately.	69%	31%-45%	31%-45%	31%-45%	16%-30%	46%-60%	46%-60%	31%-45%	16%-30%	46%-60%	46%-60%
When providing quotes, your availability of information is readily accessible and up to the minute.	59%	31%-45%	31%-45%	31%-45%	16%-30%	46%-60%	46%-60%	31%-45%	16%-30%	0%-15%	Over 60%
When providing quotes, the prices you quote or the availability of product meets my needs.	67%	31%-45%	31%-45%	31%-45%	16%-30%	46%-60%	46%-60%	31%-45%	16%-30%	31%-45%	31%-45%
<b>How satisfied are you with our company's overall communication efforts?</b>	51%	31%-45%	31%-45%	31%-45%	16%-30%	46%-60%	46%-60%	31%-45%	16%-30%	31%-45%	Over 60%
Your personnel routinely stay in touch with me to keep me apprised of issues that may affect me.	63%	46%-60%	16%-30%	16%-30%	0%-15%	31%-45%	16%-30%	16%-30%	31%-45%	16%-30%	31%-45%
Everyone in your company seems committed to helping meet my business needs.	45%	31%-45%	31%-45%	31%-45%	Over 60%	46%-60%	31%-45%	Over 60%	46%-60%	Over 60%	Over 60%
I do not need to rely solely on my sales representative to meet my informational needs.	53%	31%-45%	16%-30%	16%-30%	16%-30%	Over 60%	46%-60%	31%-45%	31%-45%	16%-30%	31%-45%

**How in touch with customer sentiments are your top managers? Find out with our Management Survey, an eye-opening exercise that asks your top management team to "predict" customer responses to the survey, then shows you, by manager, the gaps between perceptions and reality.**