

# Service Excellence Questionnaire

December 2010

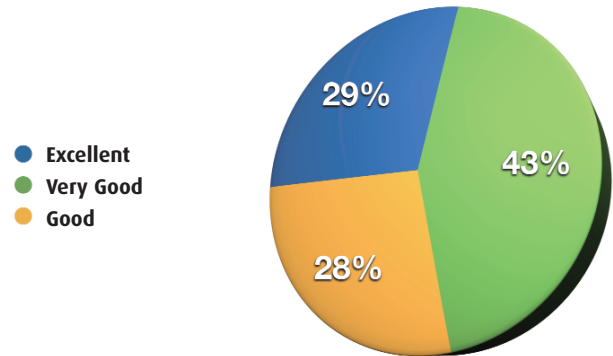


## Service Excellence Questionnaire

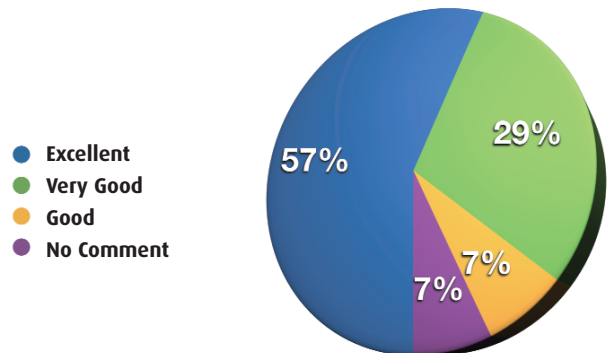
December 2010

- In December 2010 RB Performance conducted a service excellence questionnaire in order to try and understand how our customers perceived the Company and the service we provide.
- We concentrated on six areas -
  - communications, problem solving, knowledge,
  - ease of contact, endorsements & rules of
  - engagement.
- In addition to this we provided a free format option for customers to add any comments they felt were appropriate.
- We received a 100% response from the customers that were surveyed.
- The overall message is clear - RB Performance provides a high standard of service and our customers like and value the service we provide.

### Communication

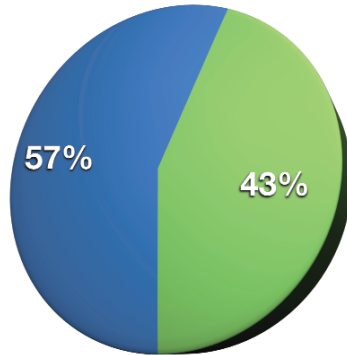


### Ability to problem solve



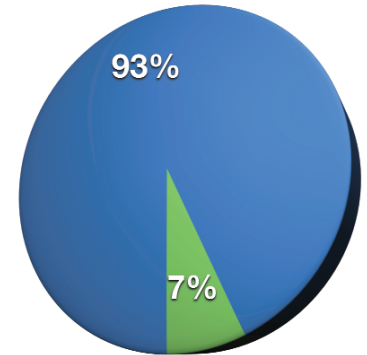
## Product Knowledge

- Excellent
- Very Good



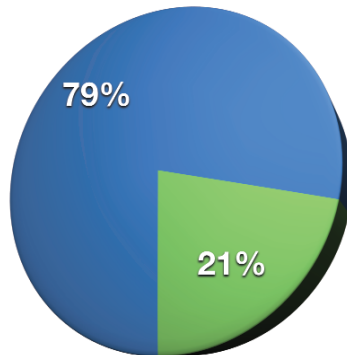
## Recommend/Endorse to others

- Yes
- No Comment



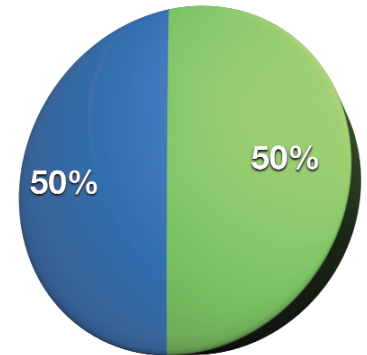
## Contactability

- Excellent
- Very Good



## Require half-yearly meetings

- Yes
- No



“ PMQA has provided us with the ability to identify areas for improvement within our service area and gives us an insight into individual and team performance data ”

**Sue Hilton**

Senior Performance and Quality Officer  
Revenues and Benefits Services  
Wokingham Borough Council

“ Since implementing the PMQA system we have seen a vast improvement in the quality of work being produced, it also allows greater visibility on staff performance and ultimately allows us to identify trends and manage our workloads successfully ”

**Lisa Martindale**

Operational Development Officer  
Avaro UK (East Riding)

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