Broadsword
Client Satisfaction Survey
May 2014 Results

June 24, 2014
May 2014 Results Summary

![Bar chart showing average scores for different groups.](chart.png)

- **All Clients (19 responses)**: Average Score 4.50, Quality Score 4.50, Timeliness Score 4.50
- **Program Sponsors (7 responses)**: Average Score 4.50, Quality Score 4.50, Timeliness Score 4.50
- **Program Managers (12 responses)**: Average Score 4.50, Quality Score 4.50, Timeliness Score 4.50

*Copyright © 2014 Broadsword Solutions Corporation*
May 2014 Results Summary - Referral

**Will you refer Broadsword to other organizations?**

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>96%</td>
<td>4%</td>
</tr>
</tbody>
</table>

Note: One person answered “No”

**Are you willing to write a brief testimonial?**

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>72%</td>
<td>28%</td>
</tr>
</tbody>
</table>

Note: 13 people are willing to write a testimonial
May 2014 Results Summary – Comments

• Broadsword quickly assimilated our company culture and processes.

• Flexible, timely and professional

• The Broadsword team was very professional and easy to work together on the process development.

• They had the skills and the patience to support our transition into the CMMI world.

• Always open and willing to work extra

• The team collaboration and thought leadership to support our efforts was outstanding.

• You’ve provided us with a path that wasn’t even in mind until you suggested it
May 2014 Results Summary – Comments (cont’d)

- They [Broadsword’s client deliverables] are always of excellent quality. However, some things don’t need to be excellent - just good enough. The trick is in differentiating.

- Seems to be a bit of tentativeness in offering suggestions for significant change. I’m fine with hearing the "dirty details".

- The relationship is more tactical than I’d like (I recognize the difficulty), a strategic partner (although that isn’t what we’ve explicitly asked for) could provide more direction/differentiation.
May 2014 Results Summary – Comments (cont’d)

• Tim continually added value into our discussion and process improvement efforts.

• Tim was extremely timely and always available to support our needs when called upon.

• Laura asks and drives to the root of the issue to ensure she fully understands AAM's business and culture.

• Laura does a great job to make sure she documents and communicates everything.

• Laura asks and drives to the root of the issue to ensure she fully understands AAM's business and culture.

• Julie's & Jeff's approach has always been to "teach us to fish."
May 2014 Results Benchmarked with 2013 Results

<table>
<thead>
<tr>
<th>Category</th>
<th>May 2014 Results</th>
<th>2013 Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Clients</td>
<td>4.50</td>
<td>4.70</td>
</tr>
<tr>
<td>Program Sponsors</td>
<td>4.60</td>
<td>4.70</td>
</tr>
<tr>
<td>Program Managers</td>
<td>4.40</td>
<td>4.60</td>
</tr>
</tbody>
</table>

(19 client responses for each year)
May 2014 Results Benchmarked with 2013 Results

Will you refer Broadsword to other organizations?

**May 2014**
- Yes: 4%
- No: 96%

**2013**
- Yes: 0%
- No: 100%

Are you willing to write a brief testimonial?

**May 2014**
- Yes: 28%
- No: 72%

**2013**
- Yes: 26%
- No: 74%