

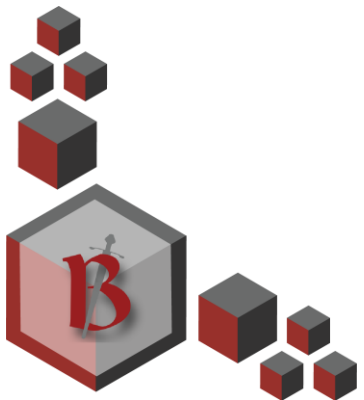
Client Satisfaction Survey

June 2017

BROADSWORD
Process Innovation / at the speed of life

Contents

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3. Trend Analysis (2013 – Today)
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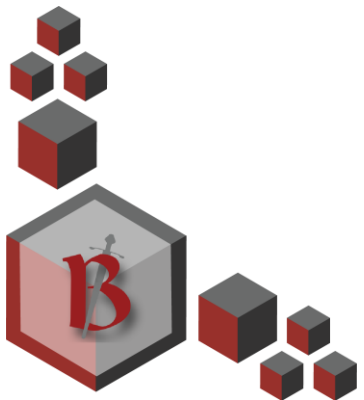
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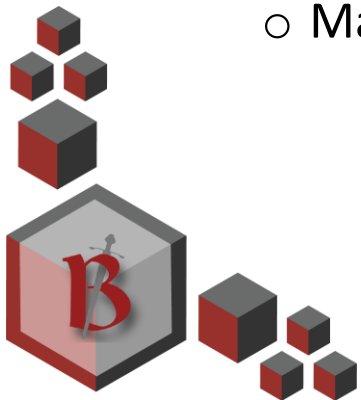
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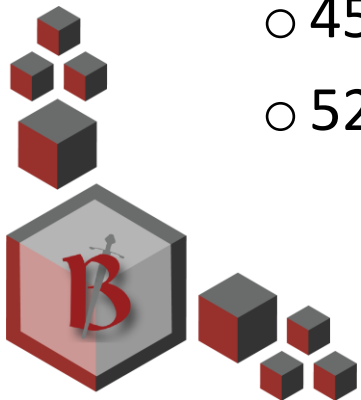
Introduction

- The purpose of the Broadsword Client Satisfaction Survey is to collect feedback from our customers about the quality and timeliness of the services they received from Broadsword.
- Data from this survey is used for:
 - Continuous Improvement
 - Measuring the performance of Broadsword's employees and suppliers
 - Marketing



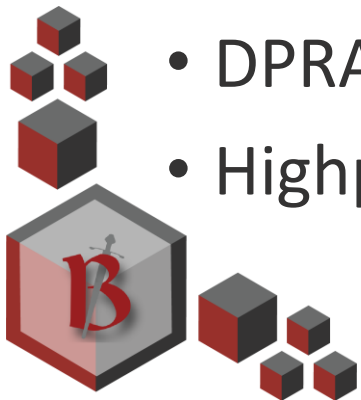
Introduction (continued)

- Survey Administration
 - Survey Monkey
 - June 2 request for participation
 - Program Sponsors and Program Managers received separate surveys
- Response Rate: 49% (as compared with 31% in November 2016)
 - 45% Program Sponsors (10 of 22)
 - 52% Program Managers (13 of 25)



Clients Surveyed

- American Axle
- Analytica
- ASM Research
- Bose
- CTAC
- Delta Resources
- DPRA
- Highpoint Global
- Infinity Technology
- IU Health
- Kingfisher
- L3 CE
- Livanta
- McCallie
- Nationwide
- Presidio
- QHS
- Raydon
- SRL Total Source
- State of Michigan
- Teracore
- Tetra Tech
- US Army HR Command



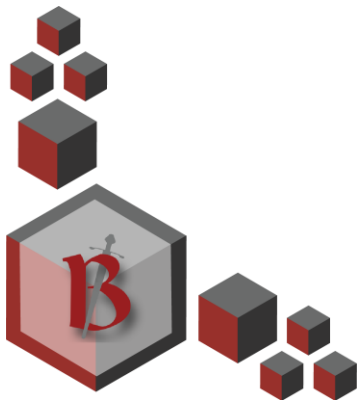
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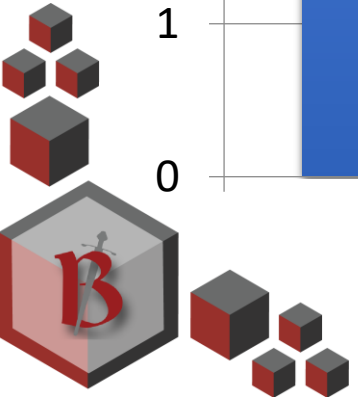
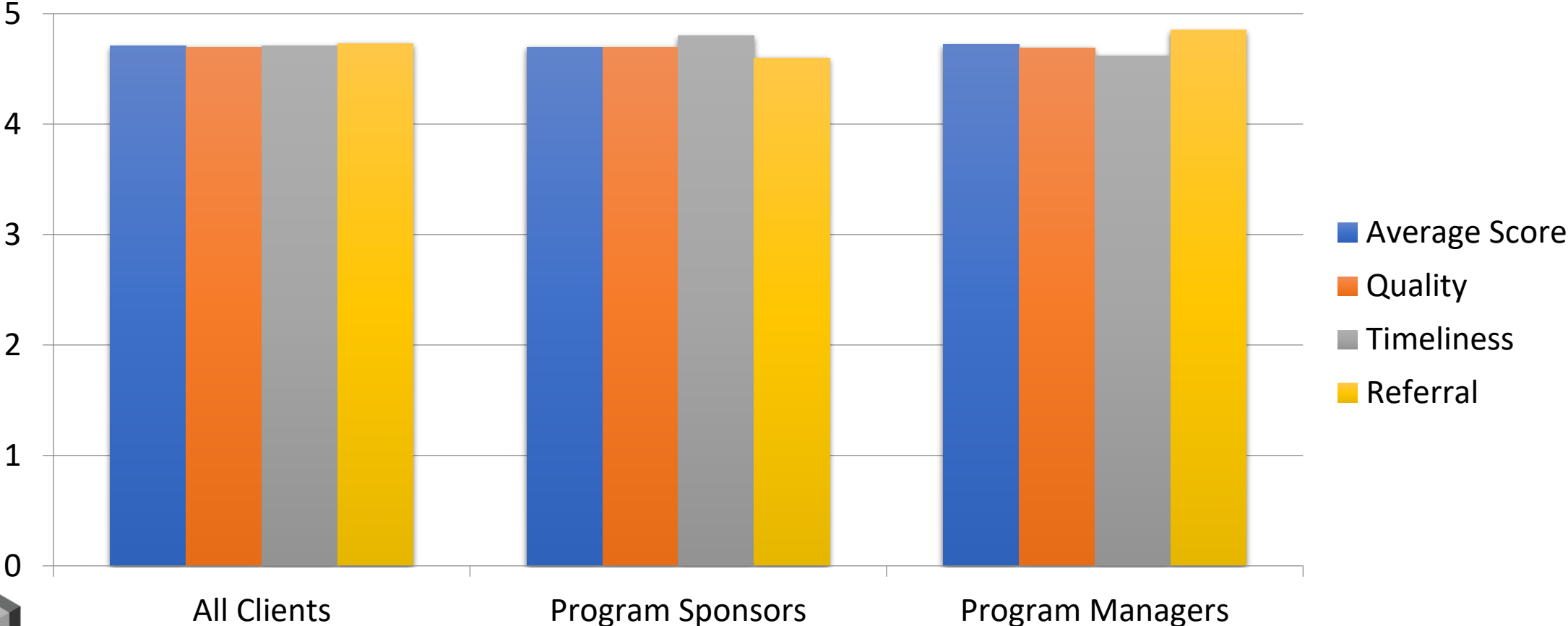
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June 2017 by Category



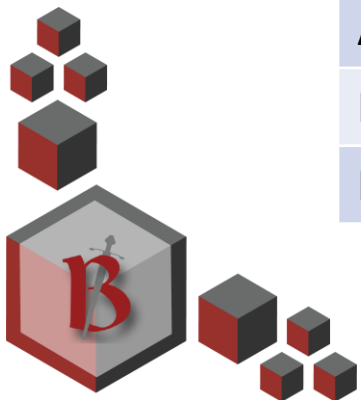
Results Summary of two Most Recent Surveys

June 2017 Results:

	Average Score	Quality	Timeliness	Referral
All Clients	4.71	4.70	4.71	4.73
Program Sponsors	4.7	4.7	4.8	4.6
Program Managers	4.72	4.69	4.62	4.85

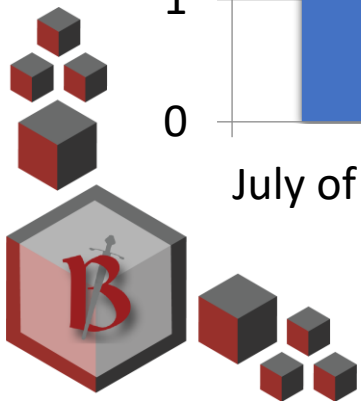
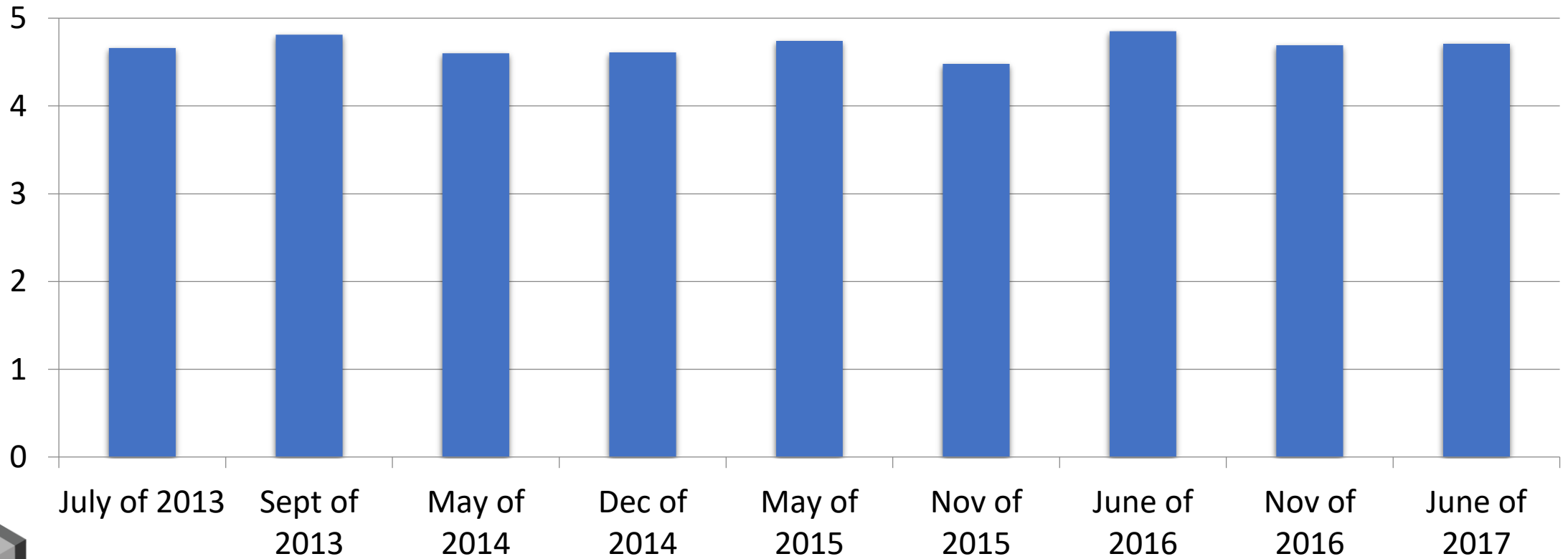
November 2016 Results:

	Average Score	Quality	Timeliness	Referral
All Clients	4.69	4.66	4.80	4.62
Program Sponsors	4.67	4.75	4.88	4.38
Program Managers	4.71	4.57	4.71	4.86



Historical Averages

Program Managers/Sponsors Combined Annual Average Score

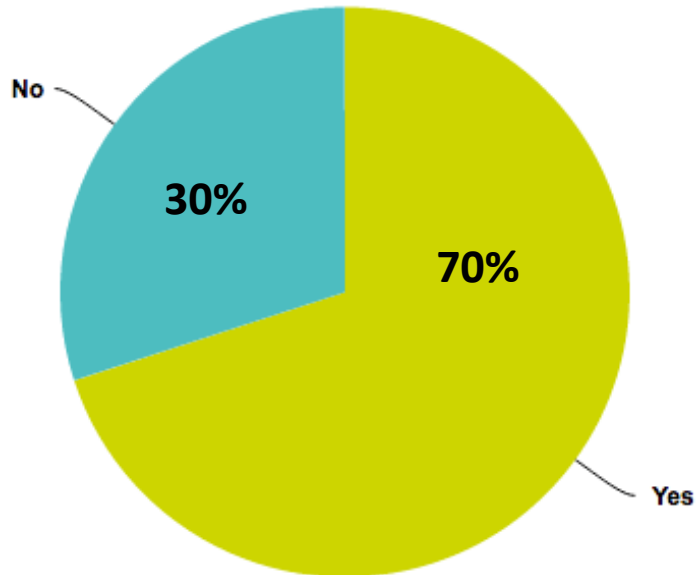


Testimonial Question

Program Sponsors

If you are willing to write a testimonial, may Broadword contact you?

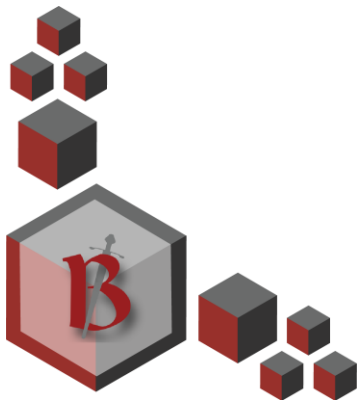
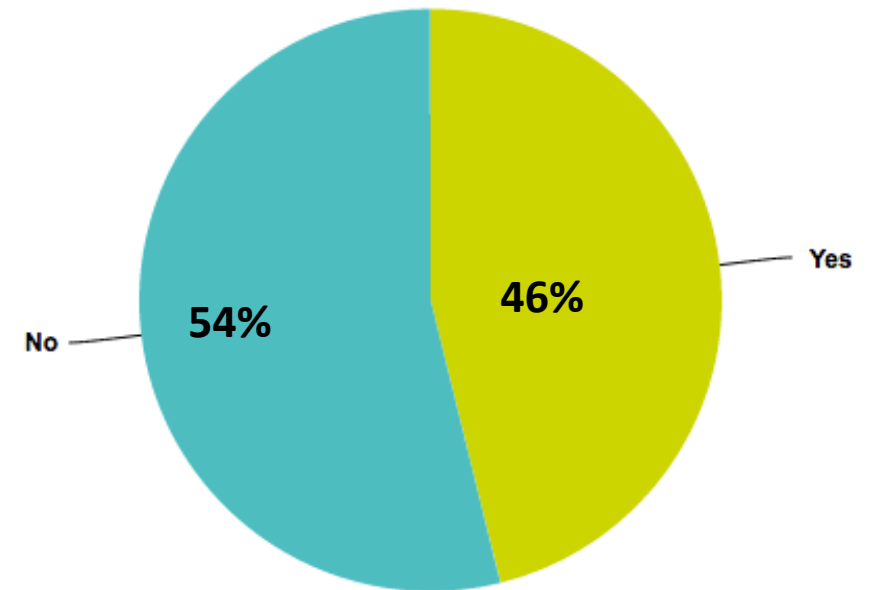
Answered: 10 Skipped: 0



Program Managers

If you are willing to write a testimonial, may Broadword contact you?

Answered: 13 Skipped: 0



June 2017 Client Comments – the Great

- “Broadsword has added tremendous value to our overall day-to-day programming and development operations. We now experience better project performance, improved customer satisfaction and improved process improvement. Broadsword assisted us with adding better communication, focus to detail, risks and testing and improved documentation efforts.”
-Wanda @ Tetra Tech
- “I have had the pleasure to work with 4 consultants from Broadsword and all perform at a high level, great knowledge, great instructors, and communicators.”
-Anonymous
- “Cathy may know our organization better than we do, and she knows where our opportunities for improvement are.” -Bob @ L3



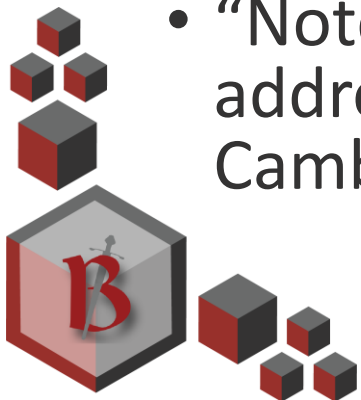
June 2017 Client Comments – the Good

- “Julie does a nice job to offer value-added suggestions and her emotional intelligence displayed when doing so is very high.” -Sarah @ IU Health
- “We received a lot of valuable suggestions that will make our IT development process better as time goes on.” -Michael @ CTAC
- “Cathy and Jeff mesh well with our company and the many diverse personalities.” –Bob @ L3



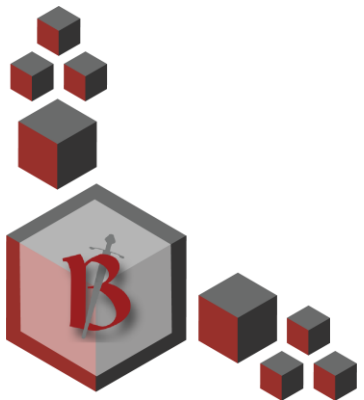
June 2017 Client Comments – Opportunities

- “There is a huge amount of information to exchange and sometimes the method and speed of teaching causes problems with the staff.” - Jennifer Massenn @ McCallie
- “I think it is important to tailor the deliverables based upon the customer's culture.” -Renee @ IU Health
- “Noted some gaps found in the mini-appraisals that should have been addressed in the development workshops.” -Jim Cooper @ Cambridge



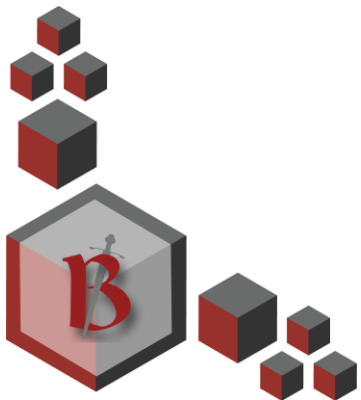
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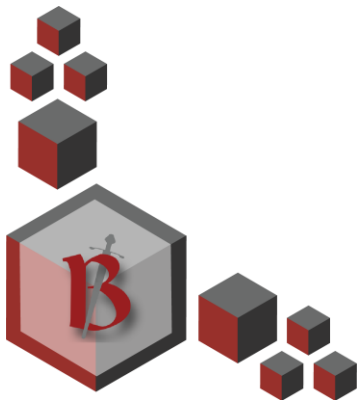
Trend Analysis – 2013-Today

- The June 2017 Client Satisfaction Scores increased slightly compared with November 2016
- Broadsword's clients are “very likely” to refer Broadsword to others; this trend is consistent over the past 4 years
- The number of clients who are willing to write a brief testimonial has increased since November– Rob to follow up with clients who said they'd give a testimonial.



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Next Steps

- Work with clients to write testimonials
- Share our Client Satisfaction Survey Results:
 - A web page
 - Client communications
- The Next Client Satisfaction Survey will get underway in October and be administered to a new set of clients in November 2017

