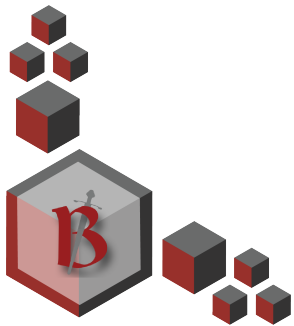


Client Satisfaction Survey November 2017

BROADSWORD
Process Innovation / at the speed of life

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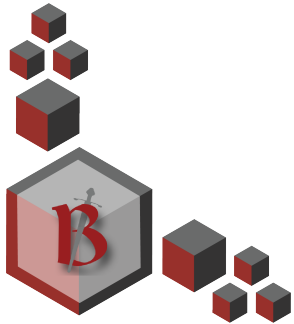
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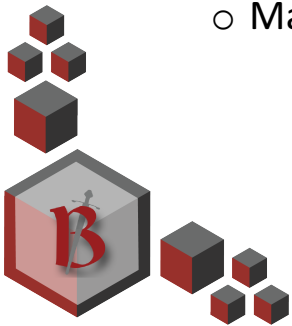
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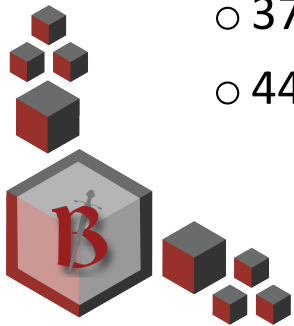
Introduction

- 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
 - October 31 request for participation
 - Program Sponsors and Program Managers received separate surveys
- Response Rate: 40% (as compared with 49% in June 2017)
 - 37% Program Sponsors (11 of 30)
 - 44% Program Managers (10 of 23)



Clients Surveyed

- Affinity
- All Points
- American Axle
- ASM Research
- Bose
- Cambridge
- Delta Resources
- DPRA
- Highpoint Global
- Infinity Technology
- IU Health
- KAB Epsilon
- Kingfisher
- L3 CE
- Livanta
- McCallie
- Nationwide
- Presidio
- QHS
- Raydon
- Sev1Tech
- Solute
- SRL Total Source
- State of Michigan
- Teracore
- TMC Design



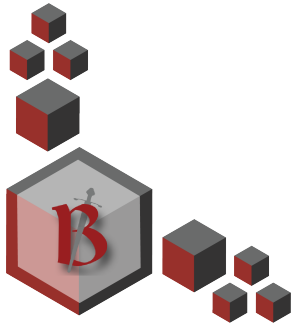
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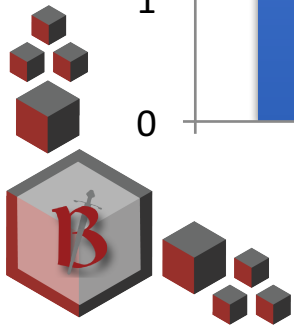
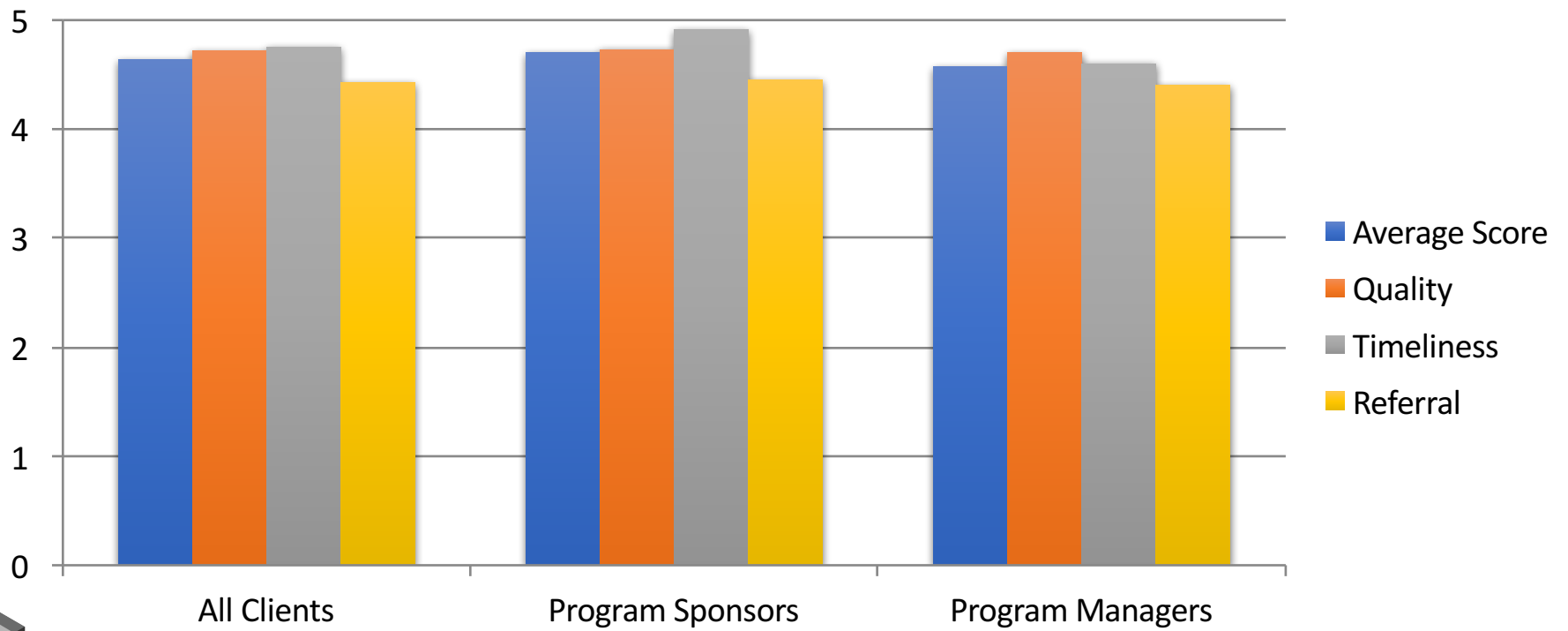
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3. Trend Analysis (2013 - today)

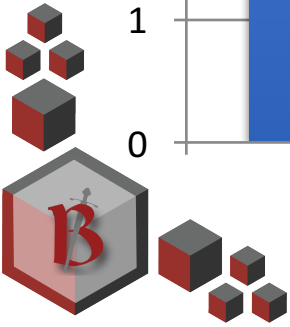
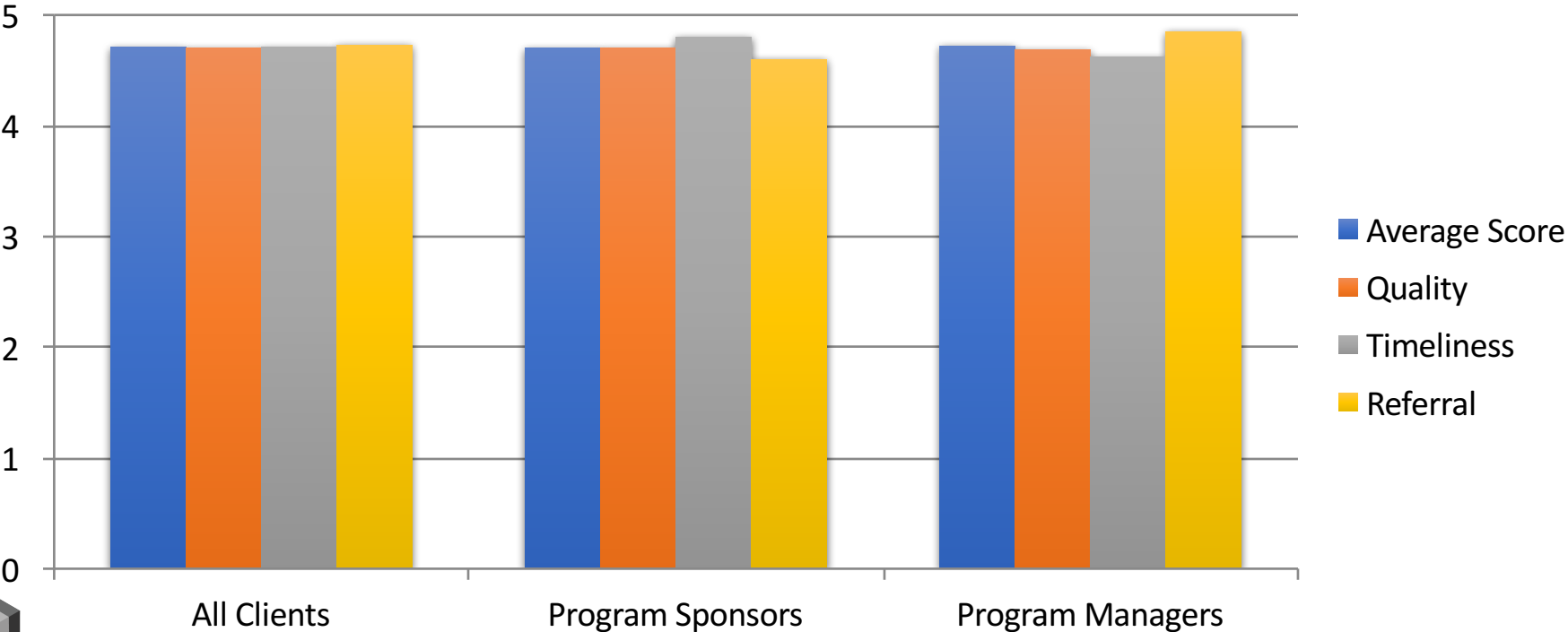
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November 2017

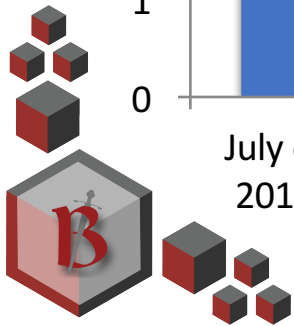
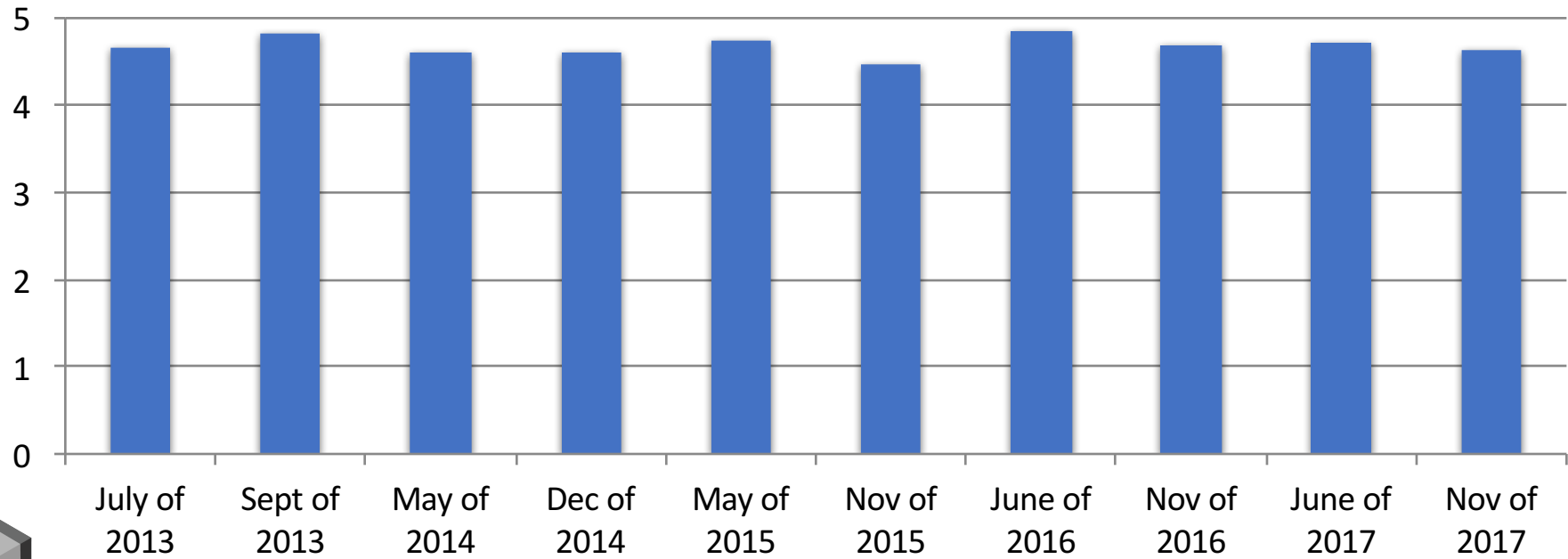


June 2017

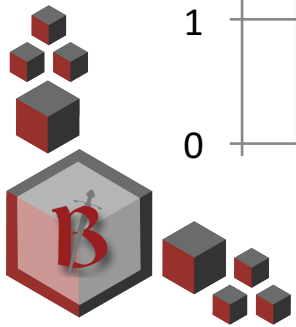
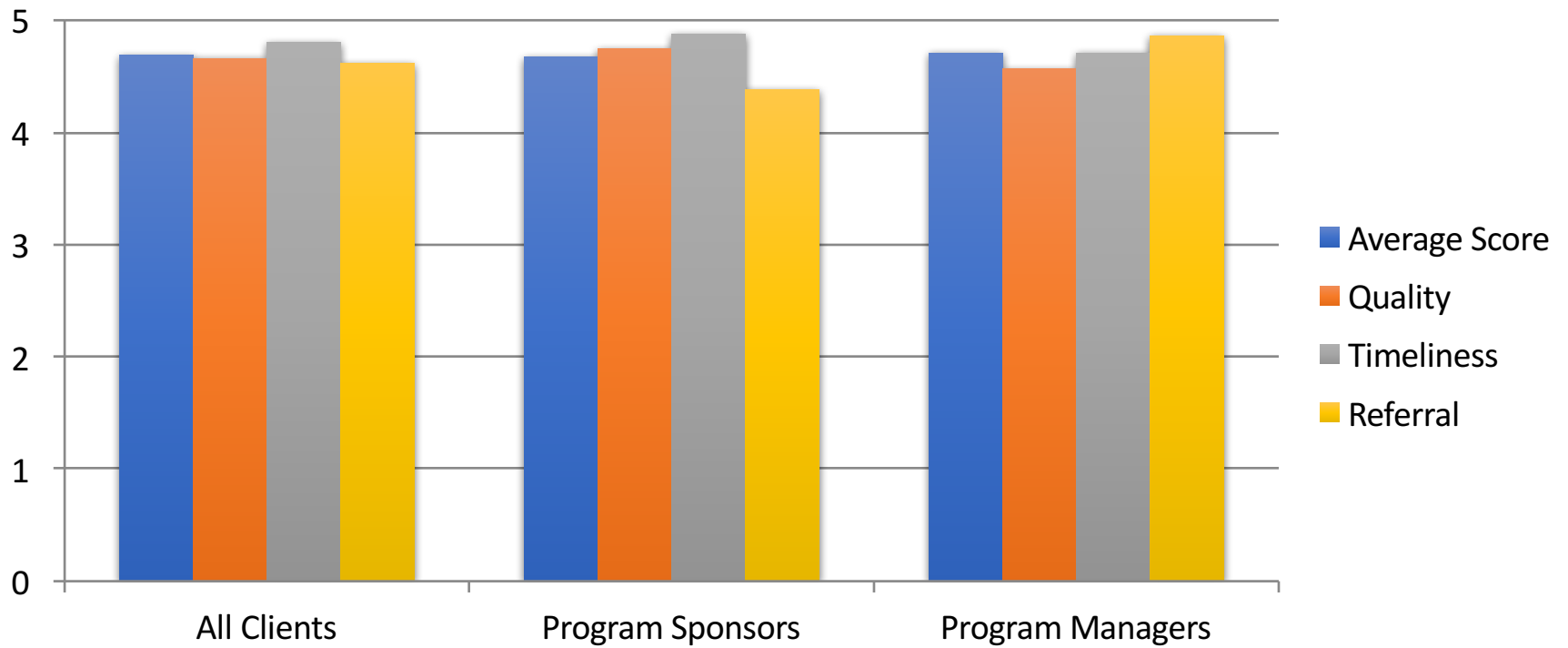


Historical Averages

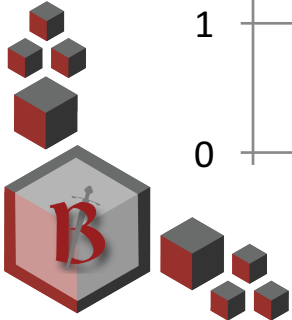
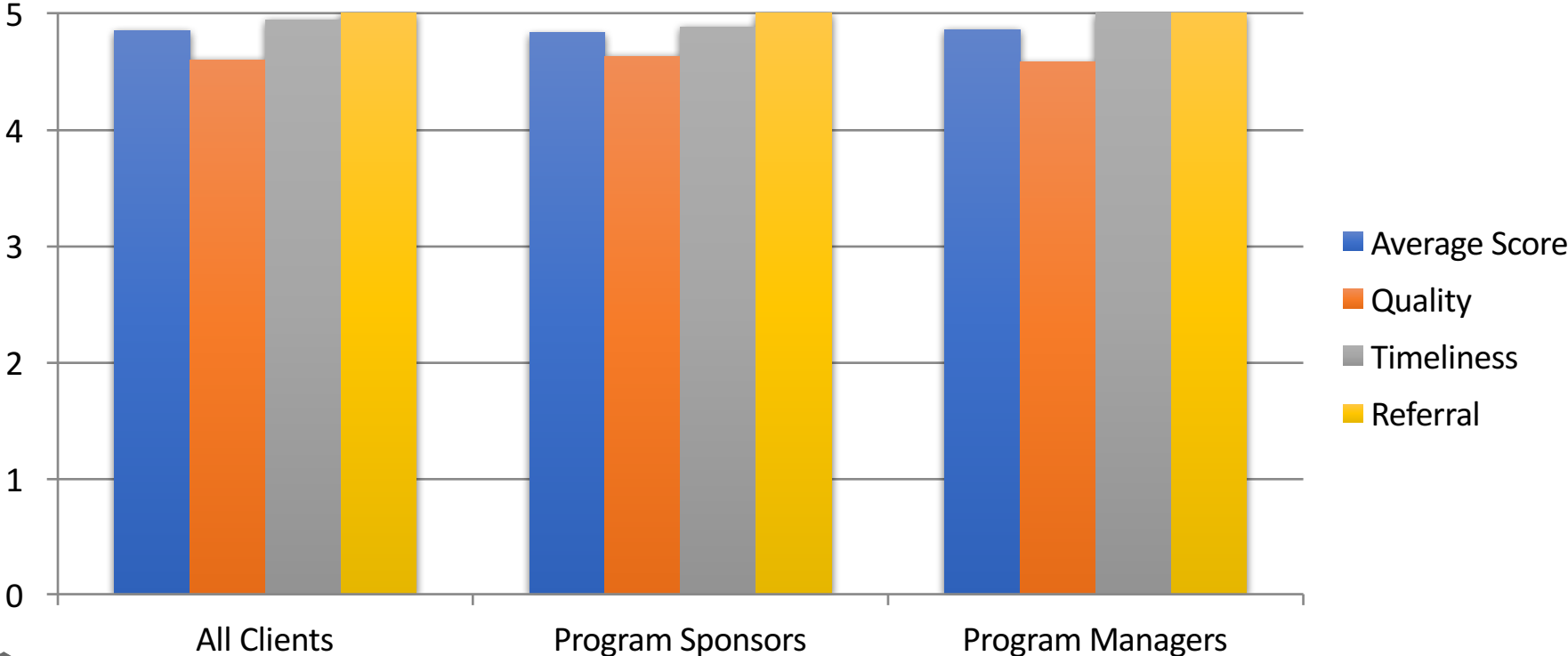
Program Managers/Sponsors Combined Annual Average Score



November 2016

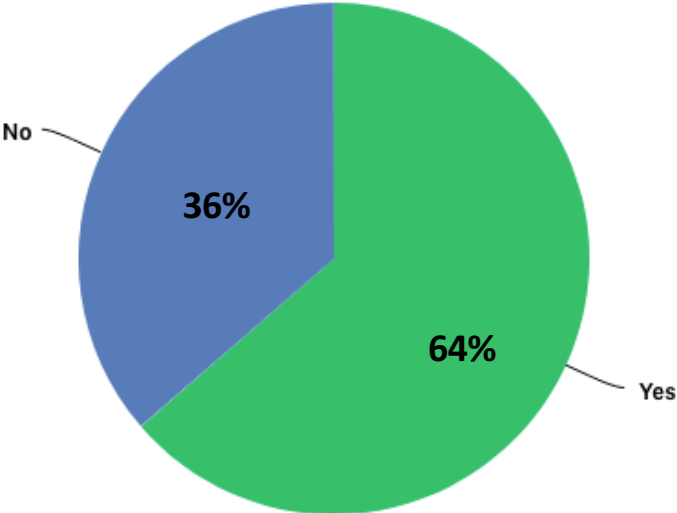


June 2016

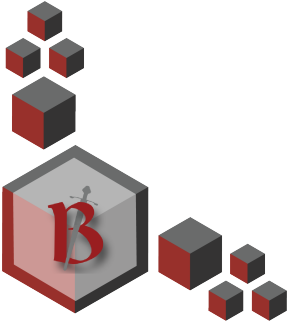
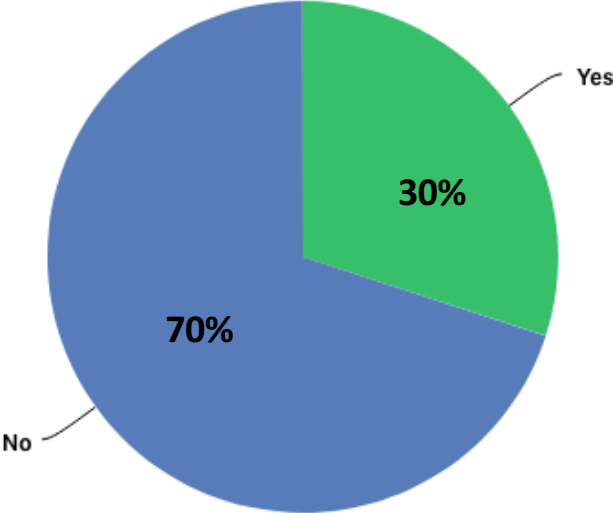


Testimonial Question

Program Sponsors

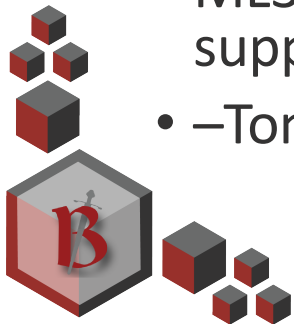


Program Managers



November 2017 Client Comments – the Great

- “Ross and Darian have been godsend to our ability to complete the required tasks.” –Tom, All Points
- “Broadwords agile methodology approach worked well with the process improvement activities” –Ray, High Point Global
- “Broadword truly understands the processes for getting to CMMI ML3 certified and has been a huge value-added in leading and supporting All Points endeavor to reach our CMMI goal.”
–Tom, All Points



November 2017 Client Comments – the Good

- “Broadsword artifacts significantly assisted the Process Improvement activities by accelerating artifact development with CMMI proven content.” –Ray, High Point Global
- “Broadsword helps contribute to CIO discussions and our TechCon conference, which is broader than the CMMI work commissioned.” –Steve, Nationwide
- “Broadsword has done an excellent job of identifying our needs and assisting.” –Deanna, All Points



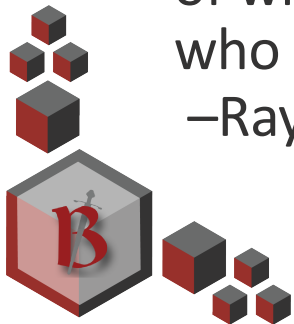
Nov 2017 Client Comments – Opportunities

- “Opportunity for better continuity/consistency with the Broadsword team members. This seemed to be a challenge as we moved through the consulting engagement and the SCAMPI’s.

In some instances, the Broadsword personnel weren't in sync with their directions to HPG. For example, answers to remediation items after SCAMPI B differed from consultant to consultant.

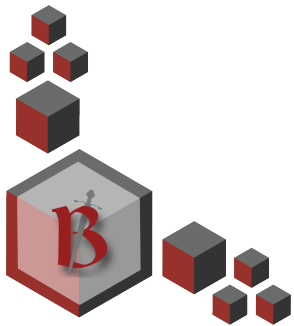
Recommendation: Standardized communication - having a better set of what is required, examples of how to perform the task at hand, who is responsible, and what the expected outcome “

–Ray, High Point Global



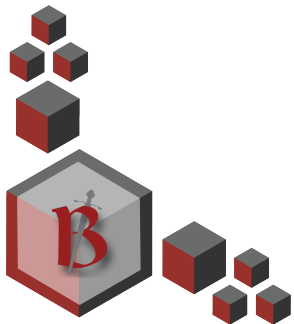
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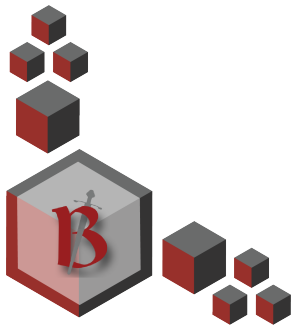
Trend Analysis – 2013-Today

- The November 2017 Client Satisfaction Scores decreased slightly compared with June 2017
- 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 decreased since June– Rob will 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 May, and be administered to a new set of clients in June 2018

