

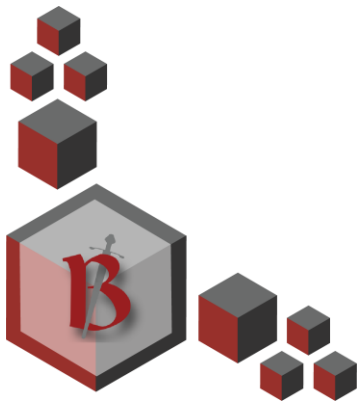
Client Satisfaction Survey

July 2018

BROADSWORD
Process Innovation / at the speed of life

Contents

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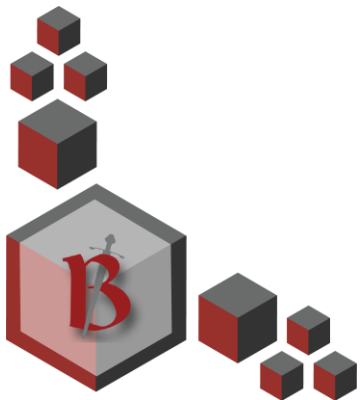


Current Topic

1. Introduction

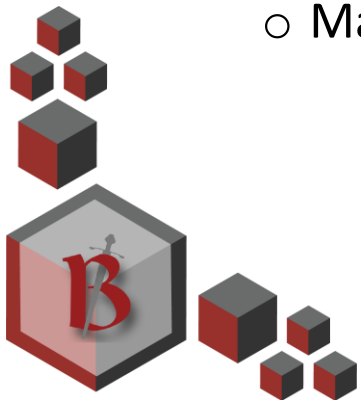
2. Results

3. Trend Analysis (2013 - 2016)



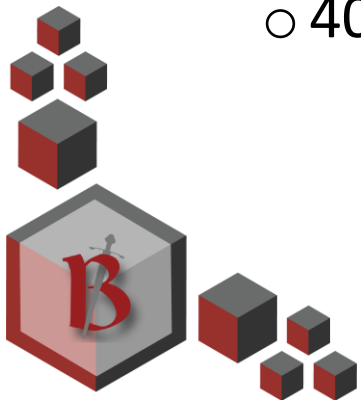
Introduction

- 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
 - Program Sponsors and Program Managers received separate surveys
- Response Rate: 34% (as compared with 40% in November 2017)
 - 29% Program Sponsors (8 of 28)
 - 40% Program Managers (10 of 25)



Clients Surveyed

- AIS
- All Points
- ASM
- AVL
- Chrysler Software Factory
- DAS
- Delta Resources
- DEVIS
- DPRA
- GITI
- Halfaker
- Infinity
- KAB
- L3 Brashear
- L3 CE
- Livanta
- MetLife
- Nationwide
- Presidio
- Qlarant
- Sawdey
- SOLUTE
- SRL
- State of Michigan

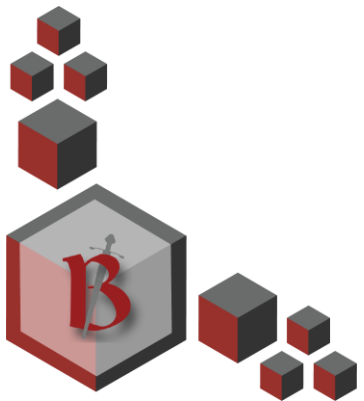


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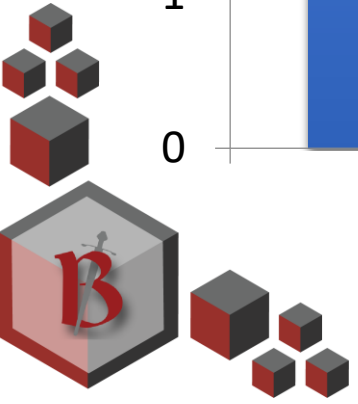
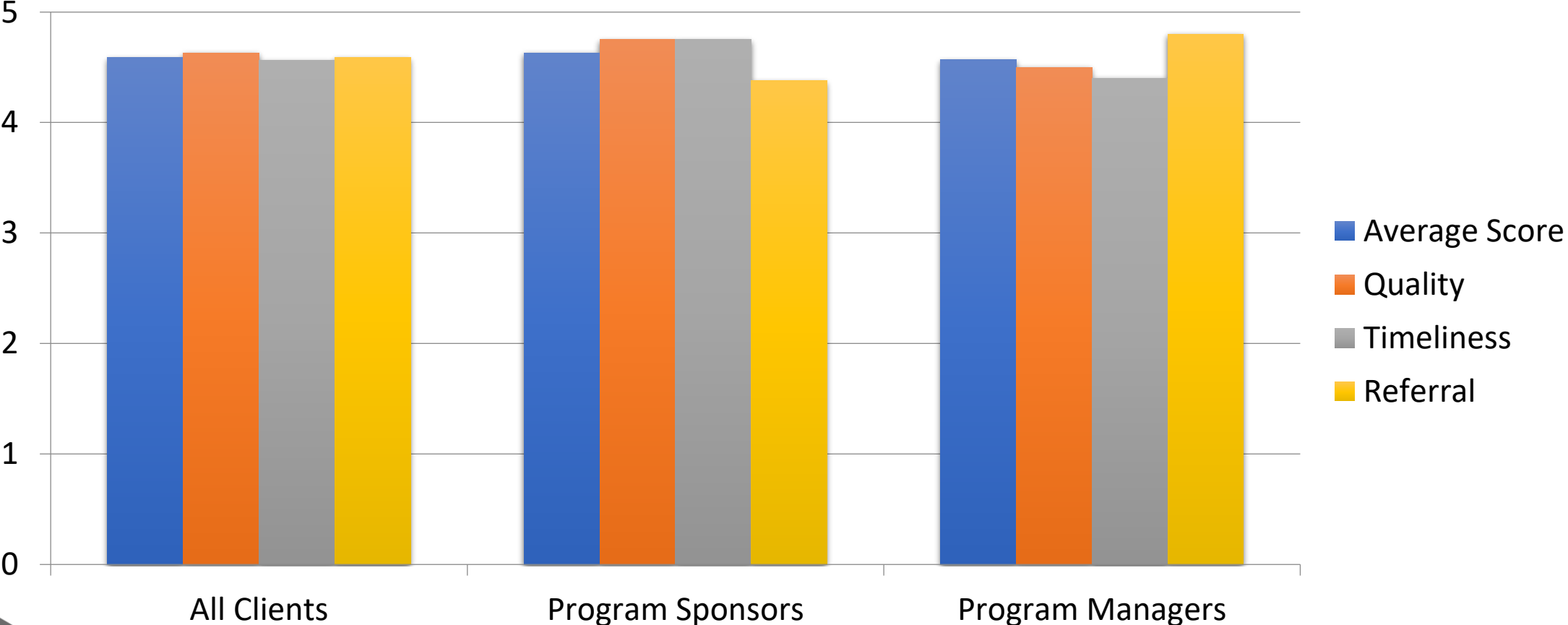
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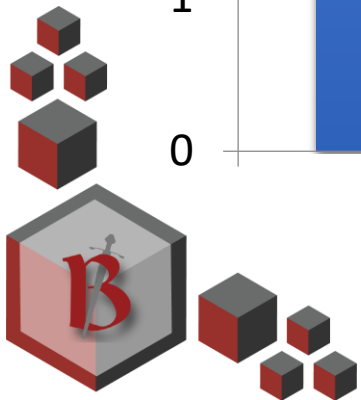
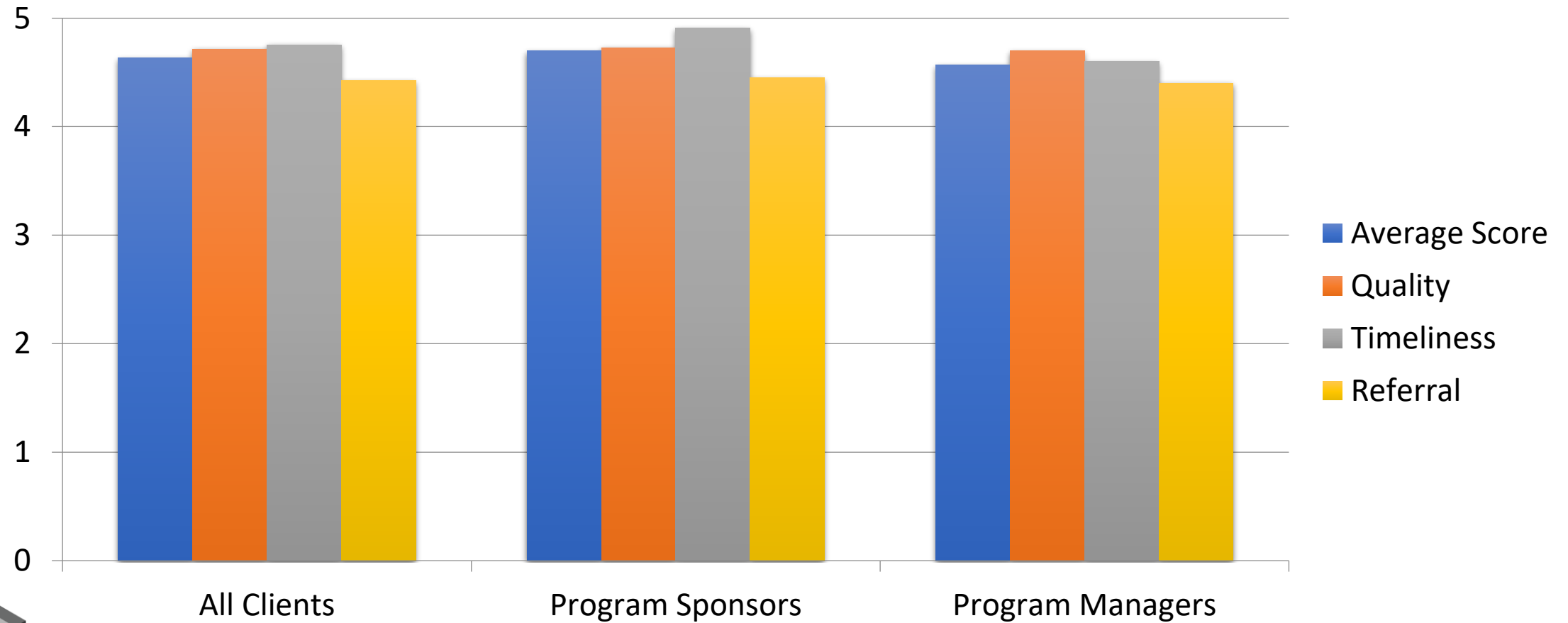
3. Trend Analysis (2013 - today)



July 2018

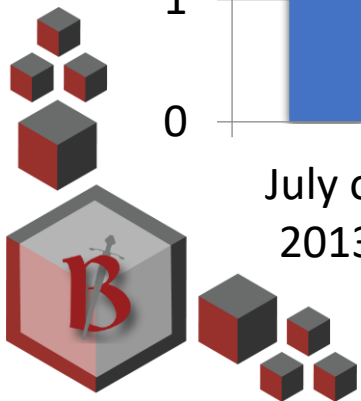
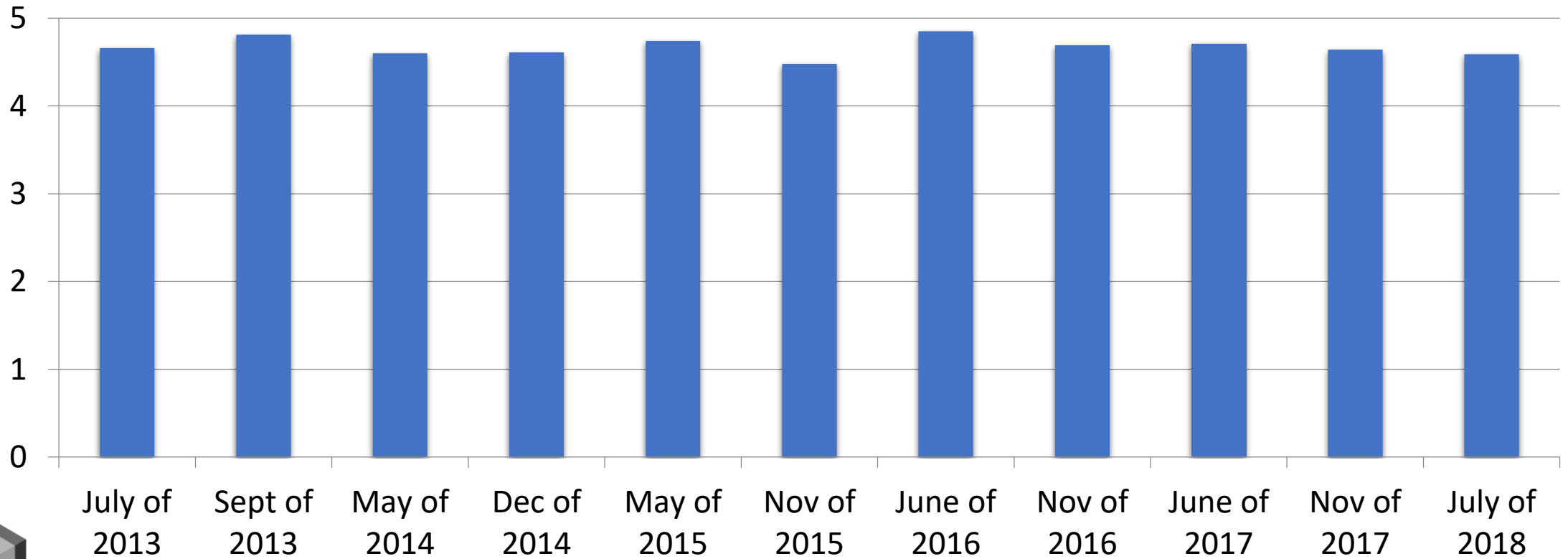


November 2017



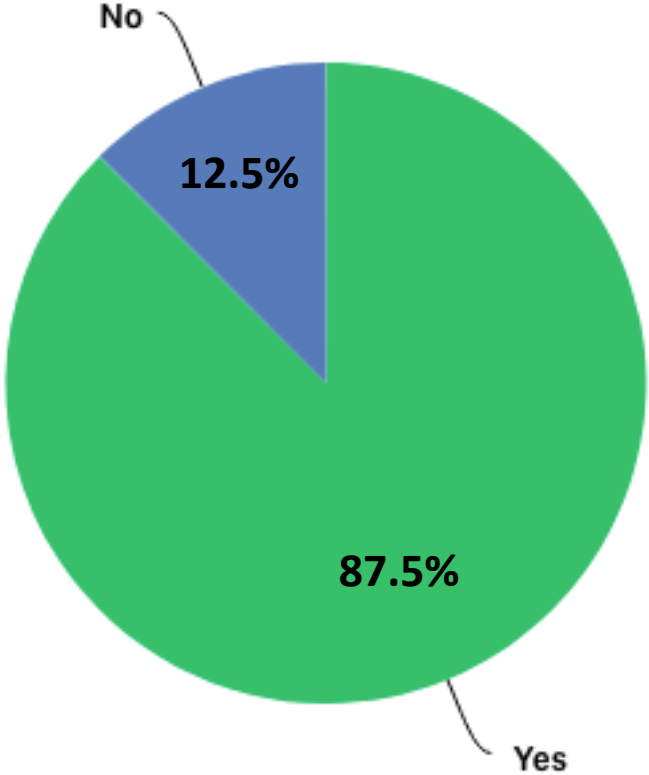
Historical Averages

Program Managers/Sponsors Combined Annual Average Score

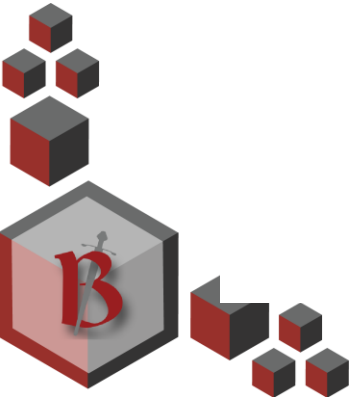
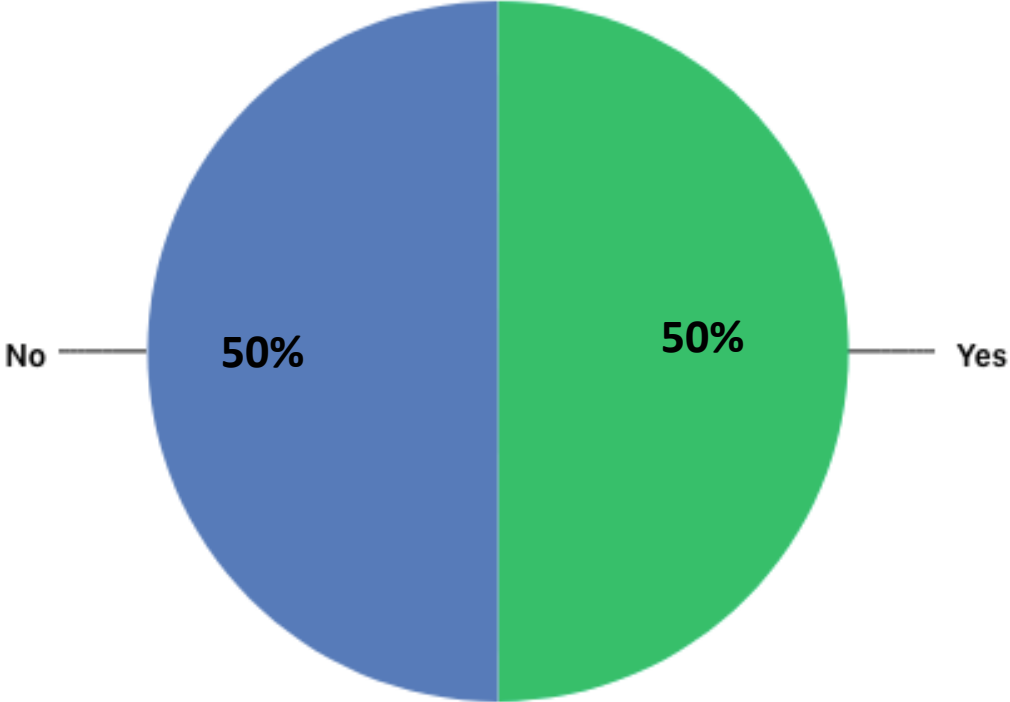


Testimonial Question

Program Sponsors

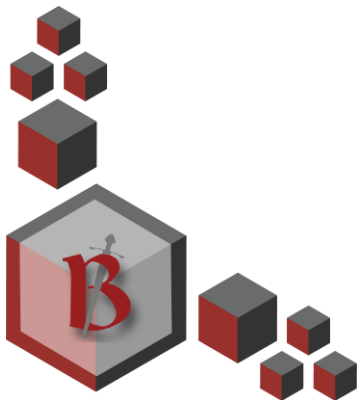


Program Managers



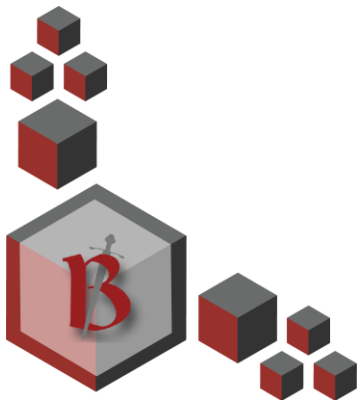
July 2018 Client Comments – the Great

- “Broadsword has worked with ASM for over 7 years and has helped us to implement our CMMI and Agile programs. Their experience and knowledge of how we do business is a tremendous positive.” – Jason Mirick, ASM
- “The long running business relationship give Broadsword insight to our history and changes over the years.” –Mark Dapore, L3



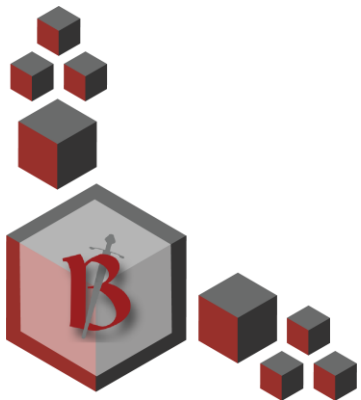
July 2018 Client Comments – the Good

- “Broadsword has assisted us in mapping our Agile practices to CMMI Institute standards. We highly value their CMMI expertise.” – Cristina Mossi, DEVIS
- “Tim and the Broadsword team has gone out of there way to adjust to our FY18 schedule.” –Jason Mirick, ASM



July 2018 Client Comments – Opportunities

- “Some members appear to not have taken time to "understand" and/or "translate" the model to our business.” –Mike Duckworth, Sawdey
- “Broadsword has effective presentation materials and deliverable. At times i feel like they could be shared more frequently in terms of status and planning.” –Jason Mirick, ASM

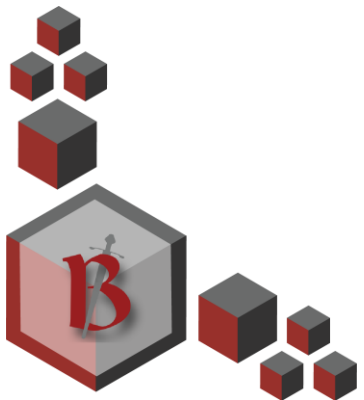


Current Topic

1. Introduction

2. Results

3. Trend Analysis (2013 - Today)



Trend Analysis – 2013-Today

- The July 2018 Client Satisfaction Scores stayed about the same as in November 2017
- Broadsword's clients are “very likely” to refer Broadsword to others; this trend is consistent over the past 4 years
- The number of Program Sponsors who are willing to write a brief testimonial has decreased since November, but the number of Program Managers has increased

