



## Customer Satisfaction Survey

Client Name Munich RE, Canary Wharf, London  
 Project (If applicable) Electronic Underwriting Rules  
 KSL Representative (If applicable) Baljeet Dogra

### Information about You

Your Name: PAUL TASKER

#### Department:

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> IT           | <input type="checkbox"/> Data Services            |
| <input type="checkbox"/> Customer Service        | <input type="checkbox"/> Business / Sales         |
| <input type="checkbox"/> Finance                 | <input type="checkbox"/> Risk Management          |
| <input type="checkbox"/> Human Resources / Legal | <input type="checkbox"/> Research and Development |
| <input type="checkbox"/> Other, If other, _____  |   |

#### Job Classification:

- Director and above
- Team Manager / Team Leader / Project Manager / Managerial
- Business Analyst / Data Analyst / Analyst / Architect
- Developer / Programmer / Tester
- Temporary Staff / Other If other, \_\_\_\_\_

#### Your interaction with the KSL representative:

- |   |   |
|---|---|
| <input type="checkbox"/> Client Representative          | <input type="checkbox"/> Team member        |
| <input type="checkbox"/> Business / End user            | <input type="checkbox"/> Project Sponsor    |
| <input checked="" type="checkbox"/> External Consultant | <input type="checkbox"/> Third Party Vendor |

## FEEDBACK ABOUT KSL

Technical Expertise	Poor	Satisfactory	Good	Excellent
Technical Knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Subject matter expertise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
.NET/C# knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Database knowledge (Oracle, SQL Server, Access)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Knowledge of security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Knowledge of Design Patterns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Designing software skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Analysis skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Documentation skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Problem solving / debugging skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Approach to solutions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Scenario building and analysis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Business requirements understanding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Business knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Quality of the work performed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Speed of development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Communication with the team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Friendliness with the team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>



Others	Yes	No	Don't Know
Takes initiative when solving problems	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Develops new strategies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Applies standards and regulations fairly	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Handles work-related issues satisfactorily	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Builds loyalty in others	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Proactive about improvement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explores possible alternative solutions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work closely with the team	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asks users for input / feedback	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gives good, practical advice	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicates decisions with confidence	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thinks through alternatives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accepts constructive criticism	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evaluates all options before acting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understands your needs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicates effectively (written / oral)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shows an eagerness to improve	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shows enthusiasm at/for work	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Proactively keep informed about all aspects of the project	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide suggestions for improvement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Service Quality	Disagree	Neither Agree Nor Disagree	Agree
KSL proved to be an important asset to your project throughout the length of the contract term	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
KSL representative was able to pick up the business knowledge / requirements fairly quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
KSL was able to provide important contribution to the project	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
KSL representative was able to understand the overall objective and the need of the project	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
KSL representative was able to identify root causes of problems	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
KSL provided regular communication with the user/s by giving demos, communicating by emails, having regular meetings or by any other mode of communication	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
KSL practiced best practice standards	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
KSL was able to provide a foresight to future business problems and solutions	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
KSL was able to provide superior job performance including timely deliveries at least 98% of times	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
KSL had a clear idea of deliverables	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
KSL representative was able to make good use of his/her skills and abilities to benefit the project	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Client Satisfaction	Yes	No
Would you recommend KSL to other organization / business?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
If you could, would you consider KSL for future requirements?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Are you satisfied with the standard and quality of the work delivered?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Are your business requirements met as required?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Do you see KSL as good fit for other organisations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Are you satisfied with KSL's technical expertise?	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Request for your reference	Yes	No
Would you be able to provide our future clients or agencies with a reference or recommendation, if required?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Enter mobile	<u>07910 467497</u>	
Enter email	<u>paul-tasker@sandlensconsulting.com</u>	

### Your Comments

Your Signature

Print Name

Date

P. Tasker  
PAUL TASKER  
12/08/2009

*Thank you for your participation in the survey to help us improve the quality of services.*

