

Client Satisfaction Evaluation

Client: _____

Project: _____

Project Start Date: _____ Project Completion Date: _____

1. What were the *two* most important factors for your company choosing to work with Missouri Enterprise?
 - Center / staff expertise
 - Cost / price of services
 - Fair and unbiased advice / services
 - Reputation for results
 - Knowledge of your industry
 - Specific services not available from other providers
 - Lack of other providers nearby
 - Other (specify): _____
 - Don't know

2. In addition to Missouri Enterprise, has your company used any other external resources / providers to address business performance issues over the past 12 months?
 - Yes
 - No
 - Don't know

3. As you look forward over the next 3 years, what do you see as your company's *three* most important strategic challenges?
 - Product innovation / development
 - Identifying growth opportunities
 - Ongoing continuous improvement / cost reduction strategies
 - Employee recruitment and retention
 - Financing
 - Exporting / global engagement
 - Sustainability in products and processes
 - Managing partners and suppliers
 - Technology needs
 - Other (specify): _____
 - Don't know

4. Will the services you received directly lead to an increase in sales at your establishment over the next 12 months?
 - Yes. How much? \$ _____
 - No
 - Don't know

5. Over the next 12 months, will the services you received directly lead you to retain sales that would have otherwise been lost?
 - Yes. How much? \$ _____
 - No
 - Don't know

6. Will the services you received directly lead you to create any jobs over the next 12 months?
 - Yes. How many? _____
 - No
 - Don't know

7. Will the services you received lead you to retain any jobs over the next 12 months?
 - Yes. How many? _____
 - No
 - Don't know

8. Will the services you received directly result in cost savings in labor, materials, energy, overhead, or other areas over what would otherwise have been spent in the next 12 months?
 - Yes. How much? \$ _____
 - No
 - Don't know

9. As a result of the services you received, will your company increase its investment over the next 12 months in:
- a. New products or processes?
 - Yes. How much? \$ _____
 - No
 - Don't know
 - b. Plant or equipment?
 - Yes. How much? \$ _____
 - No
 - Don't know
 - c. Information systems or software?
 - Yes. How much? \$ _____
 - No
 - Don't know
 - d. Workforce practices or employee skills?
 - Yes. How much? \$ _____
 - No
 - Don't know
 - e. Other areas of business?
 - Yes. How much? \$ _____
 - No
 - Don't know

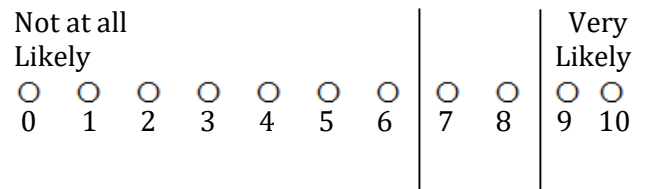
11. Based on the benefits expected from the services provided, how likely would you be to recommend Missouri Enterprise to other companies, assuming they are not direct competitors?

Net Promoter Score

10, 9= would definitely recommend (satisfied)

8, 7= might or might not recommend (neither satisfied or unsatisfied)

6 and lower = would not recommend (unsatisfied)



If you did not give a score of "10" what one thing could Missouri Enterprise have done to improve their score?

10. As a result of the services you received, will your company avoid any unnecessary investments or save on any investments in the next 12 months?
- Yes. How much was saved / avoided? \$ _____
 - No
 - Don't know

May we add your business to our published client listing, including the type of assistance we provided to you?

- Yes No

May we contact you for a testimonial on how we have assisted your business?

- Yes No



Client: _____

Client Signature: _____ Today's Date: _____

Client Name (Please Print): _____ Title: _____

Do you have any suggestions or comments for Missouri Enterprise?

What topics of interest would you like to see at an event for manufacturers?

How did you hear about Missouri Enterprise?

- Colleague
- Other Company
- Facebook
- Twitter
- Other (Please explain): _____
- LinkedIn
- My Area Business Manager
- Repeat Client
- ME Electronic Newsletter

Is there a company that you think might benefit from Missouri Enterprise services?

Company: _____

Contact: _____

Address: _____

Telephone: _____

Email Address: _____

Please return completed form to:

Missouri Enterprise
Attn: Customer Satisfaction Evaluation
1426 E Route 72
Rolla, MO 65401

or fax: 573-341-0135

or e-mail: kpogue@missourienterprise.org