



System Development and Life-Cycle Management (SDLCM) Methodology

CUSTOMER SATISFACTION FORM																																											
Project Information																																											
Application System Name:	Date:																																										
User:	Phone Number:																																										
Customer Satisfaction Measurements																																											
<p>Please quantify your degree of satisfaction with the following characteristics of the system, circling 1 to represent very satisfied and circling 5 to represent very dissatisfied.</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 40%;">Ease of use (User friendly)</td> <td style="width: 10%; text-align: center;">1</td> <td style="width: 10%; text-align: center;">2</td> <td style="width: 10%; text-align: center;">3</td> <td style="width: 10%; text-align: center;">4</td> <td style="width: 10%; text-align: center;">5</td> </tr> <tr> <td>Speed of performance</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> <tr> <td>Accuracy</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> <tr> <td>On-line help</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> <tr> <td>Customer Support</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> <tr> <td>On Schedule</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> <tr> <td>Within Budget</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> </table>		Ease of use (User friendly)	1	2	3	4	5	Speed of performance	1	2	3	4	5	Accuracy	1	2	3	4	5	On-line help	1	2	3	4	5	Customer Support	1	2	3	4	5	On Schedule	1	2	3	4	5	Within Budget	1	2	3	4	5
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Use the following blocks to further specify your likes, dislikes, and recommendations for changes.																																											
What do you like about the system?																																											
What do you dislike about the system?																																											
What recommendations do you have to improve the system?																																											
Review																																											
Overall Project Manager:	Date:																																										