



System Development and Life-Cycle Management (SDLCM) Methodology

| CUSTOMER SATISFACTION FORM | | | | | |
|---|---|---|---------------|---|---|
| Project Information | | | | | |
| Application System Name: | | | Date: | | |
| User: | | | Phone Number: | | |
| Customer Satisfaction Measurements | | | | | |
| 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. | | | | | |
| 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 |
| 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: | | |