

2010 Client Satisfaction Survey Results

100% of clients were **satisfied** or **extremely satisfied** with Successium Pty Ltd as a supplier. In fact 50% were extremely satisfied!

Clients said they were most satisfied with our **quality, solutions focus, value and customer service.**

94% of clients said that there is a very good or excellent chance of **continuing to work with, or re-use, Successium's services** in the future. We look forward to it!

"Successium always seeks to deliver beyond expectations by being pro-active with business solutions...a true business partner who has an authentic practical approach to customer service. It is a real pleasure dealing with such professionals - you know you will always get the best for your investment."

You said our **top strengths** were:

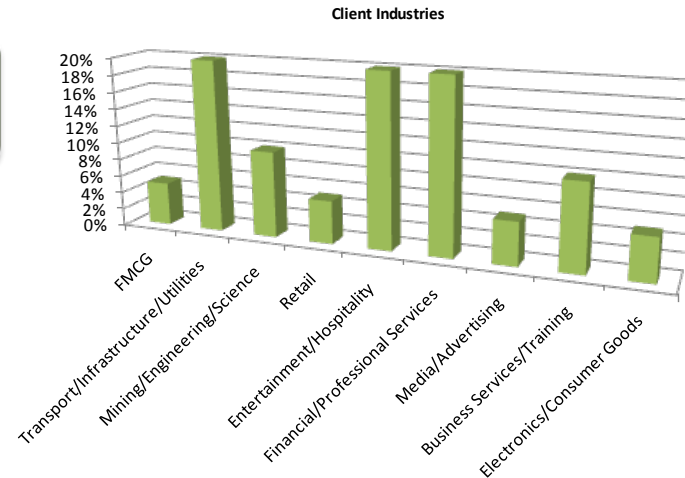
- Knowledge, expertise, and experience
- Responsiveness and turn-around
- Instructional design skills
- Creative
- Solutions focused
- Consulting skills
- Business experience
- Broad industry exposure
- Exceptional customer service skills
- Highly professional, intelligent and motivated approach
- Proactive in driving high quality project outcomes
- Flexibility and adaptability

There were three things clients said we could **improve**, so here's what we're going to do about it...

1. Hire more staff - *We are currently recruiting*
2. Final QA on materials before delivery - *We are designing a rigorous curriculum development procedure that applies a quality assurance process*
3. Activities in training sessions need to be more geared to target audience - *For relevant projects, prior to commencing development a project work plan will be submitted for formal sign-off by the client*

"Successium go out of their way to really understand the customer needs and are able to quickly identify options/outcomes to meet customer needs and expectations. Outcomes produced by the team are quality, on time and meet expectations every time. In fact every opportunity to exceed expectations are sought by Successium as they go the extra mile."

"They are seen by areas of the business...as being one of the team."



"The level of service provided by Successium is excellent. During the life of a recent large project they delivered before time, under budget. Nothing appeared to be difficult. The consulting skills displayed were second to none. The initial experience has now provided me with a level of confidence and I am using them on 3 other projects as a result."

95% of clients said that there is a very good or excellent **chance of them referring us to others.**
We would love that!

