

Internal customer satisfaction results

Team you are rating

Date

Number of answers

Tally how many colleagues ticked each box. Percent agree = (number of 4s + number of 5s) divided by the total, times 100.

STATEMENT	1	2	3	4	5	TOTAL	% AGREE
1. I know where to go to get help from this team.							
2. This team replies within the time it promises.							
3. Problems I raise with this team are fixed first time.							
4. I am kept up to date while my request is open.							
5. This team knows the systems and rules I ask about.							
6. This team's forms and guides are easy to follow.							
7. This team understands how my department works.							
8. This team's help gives me time back for my own work.							

Which one thing should this team improve first

SPEED OF REPLY	FIXING IT FIRST TIME	PROGRESS UPDATES	CLEARER GUIDES	EASIER TO REACH

Strengths

The two statements with the highest percent agree.

Two service fixes to make first

The two statements with the lowest percent agree.

What the open answers say

Sort the comments into three or four themes.

You said, we will

What colleagues told us about the service, and what we are changing.
