



# Customer Service Index

Statements	CSI
You are thorough in your approach to your work	0.95
You show creativity in your proposed solutions	0.90
You are helpful in redefining our view of our situation	0.90
You are helpful in diagnosing our problem areas	0.90
Your people are accessible	1.00
You keep your promises on deadlines	1.00
You document your processes well	0.95
Your communications are free of jargon	0.95
You offer fast turnaround when requested	1.00
You listen well to what we have to say	0.95
You relate well to people	0.90
You keep me sufficiently informed on progress	1.00
You let me know in advance what you're going to do	0.95
You notify us promptly of changes in scope and seek our approval	0.95
You give good explanations of what you've done and why	0.95
You don't wait for me to initiate everything: you anticipate	1.00
You don't jump to conclusions too quickly	0.95
You involve us at major points in the engagement	0.95
You have a good understanding of our business	0.95
You make it your business to understand our company	0.95
You are up to date on what's going on in the world	0.95
You make it your business to understand our company	0.95
You make us feel as if we're important to you	0.95
You are an easy firm to do business with	0.95
You deal with problems in our relationship openly and quickly	0.95
You keep us informed on technical issues affecting our business	0.95
You show an interest in us beyond the specifics of your tasks	1.00
You have been helpful to me beyond the specifics of your projects	1.00
You have made our people more effective at what they do	0.95
My own understanding of your area has improved from working with you	1.00
Overall, I would rate your service very highly	1.00
<b>Our customer service index is</b>	<b>0.96</b>

The average cumulative results from all our surveys is:

# 0.96

## What is CSI?

### Customer service index (CSI)

We measure your satisfaction in our services so we can continually make improvements.

Our CSI is an integral part of our formal quality management system. It is a way of measuring our client satisfaction and a way of obtaining feedback, so we can take action and continually improve service levels.

We systematically survey clients and we are proud to publish our results. These results form part of our internal rewards and recognition programs. A perfect score is 1.0 is what motivates us and is our number one priority. For example a score of 0.85 means we still have room for improvement of 15%.