**Customer satisfaction survey report**

Admission system

# **Revision**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **No** | **Version** | **Update date** | **Author** | **Content** |
| 1 | 0.1 | 11/12/2013 | Khang Huynh | Update customer satisfaction report template |
|  |  |  |  |  |
|  |  |  |  |  |

# **List figure**

# List of table

# **Introduction**

## Overview

We sent this survey to our five Developer of ICSC Company after release of each sprint shipped to find out how they were using the Source code, and how much they liked it

## 1.1 Purpose

* To analysis and calculate Customer Satisfaction Index based on the customer satisfaction data that is provided by customers.
* To provides the recommendations to improve customer satisfaction and code skill for team.

This document provides data analysis tables after surveying and collecting customer’s suggestions for Admission project to report to the executive board

# **Measurement method**

References detail in AS\_PM\_MeasurementPlan.docx

# **Result**

## 3.1 Sprint 01

### 3.1.1 General chart

Base on Admission project project-Customer Satisfaction Survey data, we collect data and gather it in the form of the overview chart as follow:

#### 3.1.1.1 Functional customer satisfaction

Example:

Figure 1: A general view of data collected about functional from survey of sprint 1

#### 3.1.1.2 Non-functional customer satisfaction

Example

Figure 2: A general view of data collected about non-functional from survey of sprint 1

### 3.1.2 Customer satisfaction index

Result of survey after Release Sprint 01:

|  |  |  |  |
| --- | --- | --- | --- |
| **Customer** | **Quality functional index** | **Quality Non-functional index** | **Customer satisfaction index** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Table 1: Customer satisfaction index

|  |  |
| --- | --- |
| **TOTAL** |  |
| Quality functional index |  |
| Quality Non-functional index |  |
| Total customer satisfaction index |  |

Table 2: Total customer satisfaction index

**Recommendation:**