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| **Project ID: IAP-001** | **Insurance Agent Portal** |

We value your opinion on our performance. We have recently made a delivery for the <Project Name> project and we would like to have your feedback on your satisfaction level. This information shall serve as valuable inputs for us to improve in future.

### ***Rating scale:***

1 - Not Applicable

2 - Dissatisfied

3 - Satisfied Partially

4 - Satisfied Completely

5 - Delighted

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| **Sr. No.** | **Questions** | **Rating (1-5)** |
| **Communication:** | | |
|  | How do you rate our oral communication? | 5 |
|  | How do you rate our written communication? | 5 |
|  | Adequacy and clarity in the project related documents presented to the client (Requirement Specification, Design Document, Status Reports etc.) | 5 |
| **Project Execution:** | | |
|  | Were the milestones/schedules planned met?  (Timeliness of delivery) | 4 |
|  | In case of delays, were substantial reasons given & on a timely basis? | 5 |
|  | Considering the offshore model, did you feel that the situation was under your control? | 5 |
|  | Was the scope managed diligently and effectively? | 5 |
|  | How well did the software meet all mutually agreed requirements? | 5 |
|  | Were the issues resolved in a timely manner? | 5 |
|  | How was team’s responsiveness for your requests? | 5 |
|  | How well did we incorporate the change requests sent by you? | 5 |
|  | Are the services delivered cost effective? | 5 |
| **Quality:** | | |
|  | How was the quality of the software delivered? | 5 |
|  | Improvements from last delivery/feedback | 5 |
|  | Do you feel that L&T Infotech quality processes are helpful in delivering a quality product to you? | 5 |
|  | Was there an effort to exceed your expectations? | 5 |
| **Suggested areas of improvement** | | |
| None everything is great keep it up. | | |

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| **Feedback Given by** | |
| Name: | Chandravadan Prajapati |
| Date: | 08/10/2020 |