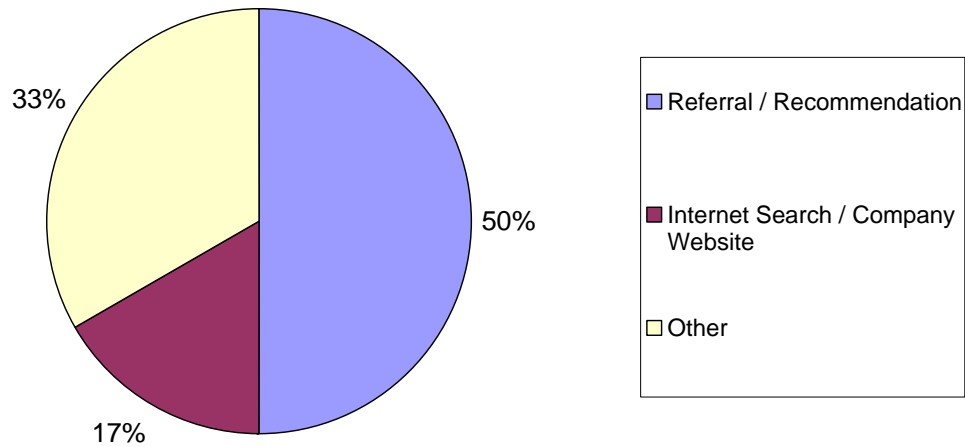




## QED Consulting Client Questionnaire Results: 2007

### 1. How did you learn about QED Consulting?

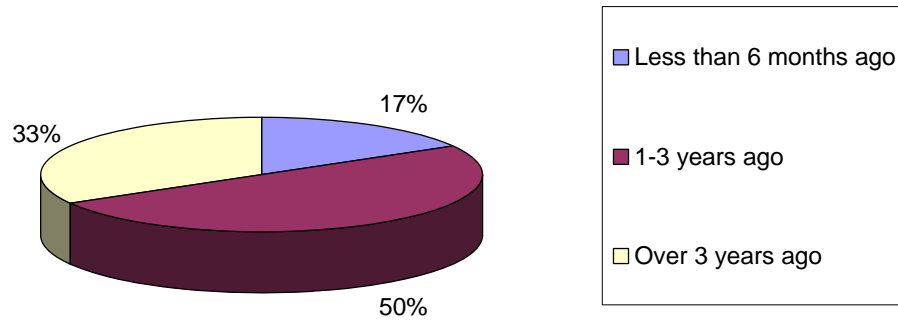


50% of all respondents sourced the services of QED Consulting through referrals and recommendations whilst 17% of respondents found QED through our website. The 33% that said they found QED Consulting through 'other' means are very similar to referrals and recommendations because of those who stated what 'other' meant included involvement in various projects and referrals from predecessors.

### 2. Which QED Consulting Services have you used?

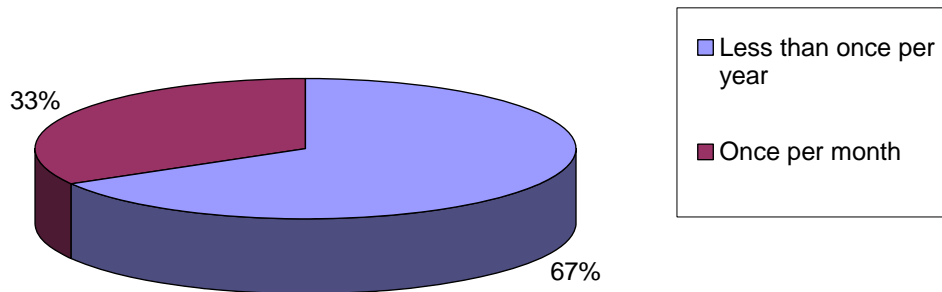
The majority of respondents have used QED Consulting's Research and Evaluation services. The second most utilised services are Recruitment and Psychometrics and Leadership management programmes and workshops.

**3. When did you first start working with QED Consulting?**

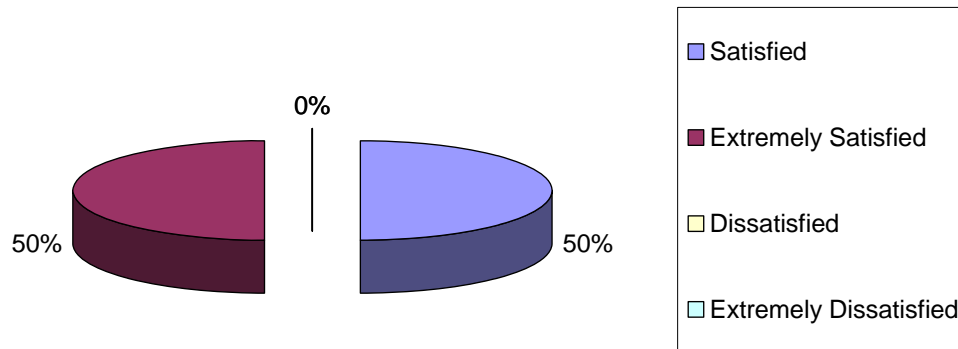


We have had the pleasure of working with; 50% of all respondents for between 1 – 3 years and 33% of respondents for over 3 years now. 17% of respondents are relatively new clients as we have been working with them for less than 6 months.

**4. How often do you use our products / services?**



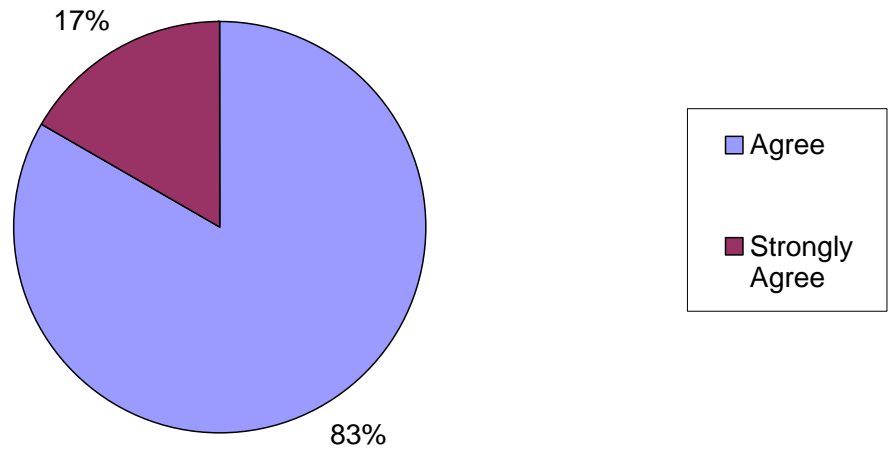
5. Overall how satisfied were you with our products / services?



All respondents were particularly positive about QED Consulting's products and services with 50% being satisfied and 50% extremely satisfied with our service delivery, some of the additional comments to this question included:

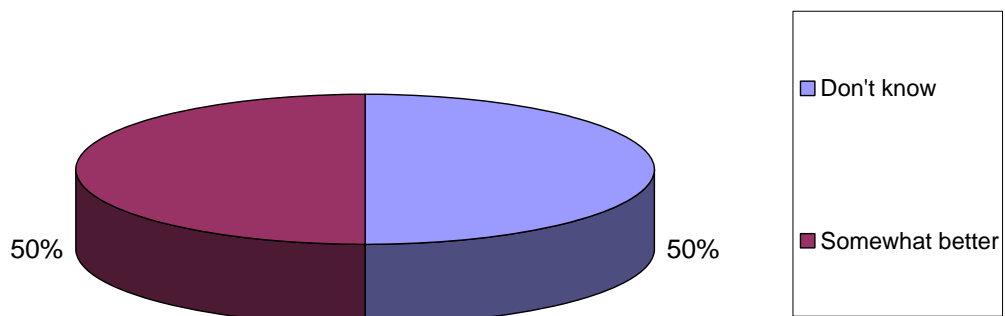
- "You were able to give us quick feedback on the work we had prepared within our submission"
- "Met our requirements!"
- "Your staff are so helpful, friendly and knowledgeable!"
- "Developed good working relationships, always received a high quality professional service and lots of useful information"

6. How much do you agree that our products / services are value for money?



You all agree that our products and services are value for money!

7. Thinking of similar products / services offered by other companies, how would you compare our product / service offered to them?





When we asked you how our products/services compared with other consultancies providing similar products/services you gave us the best two responses we could hope for! 50% did not know (suggesting that you are loyal customers) and 50% said QED Consulting is 'somewhat better'. Thank you!

**8. What matters to you most when purchasing the kind of services offered by QED Consulting are:**

1 <sup>st</sup> most important:	Quality
2 <sup>nd</sup> most important:	Experienced professional staff / expertise
3 <sup>rd</sup> : most important:	Level of personal service & Value for money
4 <sup>th</sup> most important:	Price & Bespoke programmes & Interactions with staff
5 <sup>th</sup> most important:	After purchase service
6 <sup>th</sup> most important:	Previous experience of QED Consulting

**9. Would you use QED Consulting product / services again? AND 10. Would you recommend QED Consulting products / services?**

YES!.... 100% of respondents would..... use QED Consulting again and recommend us to others . Some of the reasons for this decision include:

- "Our needs have been met, we had good value for money"
- "Your staff knew what they were talking about and we enjoyed working with them!"
- "Because I was extremely impressed with the service offered."

**11. What suggestions do you have to improve our products / services?**

None of you had any suggestions for improvement, which although is fantastic we know that as an organisation we need to continuously improve our services.

**12. What is your overall satisfaction rating with our company?**

All respondents are satisfied with QED Consulting products and services overall, with 50% of you being satisfied and 50%extremly satisfied.

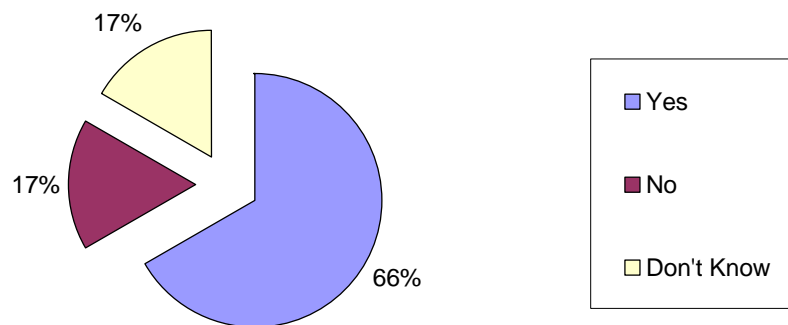
**13. Please rate your level of satisfaction with the following...**

All respondents were either satisfied or extremely satisfied with all elements of our services.

Particularly notable is that 83% of you are extremely satisfied with QED Consulting friendliness and approach;

	Extremely satisfied	Satisfied	Dissatisfied	Extremely Dissatisfied
Friendliness and approachability	83%	17%	0	0
Expertise and professional skills	50%	50%	0	0
Quality of communications	50%	50%	0	0
Overall quality of service provided	50%	50%	0	0
Understanding of your requirements	32%	68%	0	0
Speed of response and action	32%	68%	0	0
Flexibility	17%	83%	0	0
Knowledge of your company and sector	17%	83%	0	0
Value for money		100%	0	0
Innovative solutions	17%	83%	0	0

**14. Do you feel that QED Consulting as a brand has a recognised presence within the management consultancy market place?**



66% of respondents feel that QED Consulting as a brand, has a recognised presence within the management consultancy market place. - This figure has increased since last year, doubling from the 2006 client survey.



**15. What 3 words would you use to describe QED Consulting?**

The most popular descriptive words included:

Customer focused

Very knowledgeable and adaptable

Professional

Experienced

Reliable

Efficient

Flexible

Extremely enthusiastic team

None of the respondents gave negative feedback about any aspect of QED Consulting's products, services, employees' or organisation, only positive feedback which is fantastic, thank you! It is nice to know when we are doing a good job! However as we preach, we at QED Consulting know how important it is for any organisation to see customer service as the responsibility of all the organisation and something that we need to continuously seek to improve. There is always room for improvement and thanks to those of you who responded to our survey QED Consulting has a renewed focus of improvement for the New Year.