

Case Study Survey Consultations

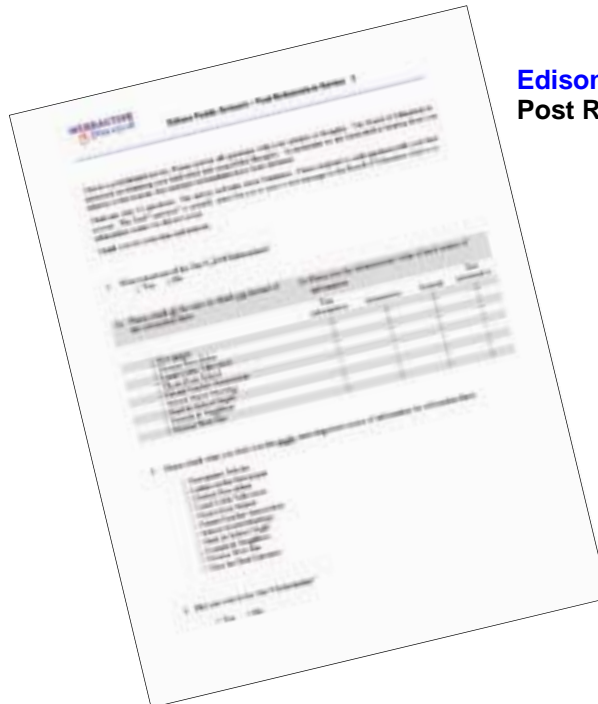
Development of a 4-page **Voice of the Customer** survey assessing the performance of a specialized pharmaceuticals architect by recent clients.

A mailing to 37 clients resulted in a 92% return. Responses were collated into a 27-page report with recommendations for organizational and process improvements to perceived areas of weakness.



Charles A. Johnsrud Architect
Customer Satisfaction Survey

Following the 2nd unsuccessful vote on a school referendum, ID developed a survey for posting to the internet with results tabulated in an Excel spreadsheet, and a paper version for manual counting. The BOE elected to utilize the low-cost paper survey.



Edison Public Schools
Post Referendum Survey