



Client-Centric Satisfaction Tool

Use the tool below to provide the ratings for the chosen satisfaction factors and performance evaluation.

Date:	Client Organization:	Scope of Service/Description:	
Service Delivery Lead:		Sales Lead:	
Satisfaction Factors:			
	Weight (1-5)	Rating (1-5)	Weight × Rating
1. _____	□	□	□
2. _____	□	□	□
3. _____	□	□	□
4. _____	□	□	□
5. _____	□	□	□
Total (a) →	□	Total (b) →	□
Review Date:		Average Rating (b/a) →	□
Evaluating Performance			
Date:	Client Representative:	Selling Organization Representative:	
Comments:			

Weight Scale: Importance on a scale of 1-5, where 1=Nice to have, 5=Critical.

Rating Scale: 1=Corrective Action needed, 2=Improvement needed, 3=Acceptable, 4=Good, 5=Excellent