



### FSA/CIO/E-CAD/ Quality Assurance

#### Customer Satisfaction Questionnaire

**Contract Reference:** FEDSIM Contract GS-35F-0232K/T0000AJ3701

**Deliverable or Period:** Consulting Performance (COD/CTGi)

**Scope:** Content, Quality & Accuracy of the QA consultant's involvement

If you feel a question does not apply or you have no opinion please indicate using (NA).

1. Are you satisfied with the overall quality of work being performed by the QA/IV&V contractor?  
( 1 ---- 2 ---- 3 ---- 4 ---- 5 ) (NA) **RESPONSE:** [ ]

Comments:

2. Do you feel that QA/IV&V task is adding value to your program?  
( 1 ---- 2 ---- 3 ---- 4 ---- 5 ) (NA) **RESPONSE:** [ ]

Comments:

3. Was the Consultant Team responsive and flexible to ad hoc meetings, schedule changes, etc.?  
( 1 ---- 2 ---- 3 ---- 4 ---- 5 ) (NA) **RESPONSE:** [ ]

Comments:

4. Were the Consultant Team's documents delivered on time or ahead of schedule, free of spelling error or clerical defect, thorough and complete – was the information accurate?  
( 1 ---- 2 ---- 3 ---- 4 ---- 5 ) (NA) **RESPONSE:** [ ]

Comments:

5. Did the Consultant activities avoid delays in established schedules and development planning?  
( 1 ---- 2 ---- 3 ---- 4 ---- 5 ) (NA) **RESPONSE:** [ ]

Comments:

6. Did Consultant Team personnel interact professionally with Government and contractor personnel in communicating appropriate information to affected program elements in a timely and cooperative manner?  
( 1 ---- 2 ---- 3 ---- 4 ---- 5 ) (NA) **RESPONSE:** [ ]

Comments:

Prepared by:

Date:

Title:



Quality Assurance Customer Satisfaction Questionnaire

*Evaluation of Contractor's Performance*

**Based on Industry Best Practices and IEEE Standards**

**Exceptional (5)** – Performance meets requirements and exceeds many. The performance of the indicator being assessed was accomplished with no problems, or few minor problems for which corrective actions taken by the CONSULTANT Team were highly effective.

**Very good (4)** – Performance meets requirements and exceeds some. The performance of the indicator being assessed was accomplished with some minor problems for which corrective actions taken by the CONSULTANT Team were effective.

**Satisfactory (3)** – Performance meets requirements. The performance of the indicator being assessed was accomplished with some minor problems for which corrective actions taken by the CONSULTANT Team appear satisfactory, or completed corrective actions were satisfactory.

**Marginal (2)** – Performance does not meet some requirements. The performance of the indicator being assessed reflects a serious problem from which the CONSULTANT Team has not yet identified corrective actions. The CONSULTANT Team's proposed actions appear only marginally effective or were not fully implemented.

**Unsatisfactory (1)** – Performance does not meet requirements and recovery is not likely in a timely or cost effective manner. The performance of the indicator contains serious problem(s) for which the CONSULTANT Team's corrective actions appear or were