

FM Customer Surveys

The objective of the survey is to understand if and how FMs utilize survey tools

Summary Prepared on 10/19/10

This report summarizes 28 of 28 total responses.

Summary for the results with the following restrictions:

Response Filters

Invitation Type: all

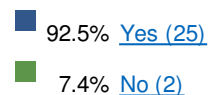
Status: all

Alerts:

Email Contains:

Using Surveys to Get Feedback

1. Does your organization distribute surveys?



2. If you answered Yes to question #1 please skip to question #3. If you answered No to question #1, then you may skip to the end of this survey and I thank you for your time. But before you go, can you briefly share why your organization does not utilize customer survey tools or if you are intending to in the future? Thank you.

You may browse freeform responses online or download the CSV.

If your organization administers more than 1 survey, for the purposes of this survey please answer the questions from the perspective of the survey tool you utilize the most frequently.

3. Who do you distribute your survey to?



- 50.0% [Internal Customer \(20\)](#)
- 22.5% [External Customer \(9\)](#)
- 15.0% [Executive Management \(6\)](#)
- 12.5% [Vendors/Service Providers \(5\)](#)

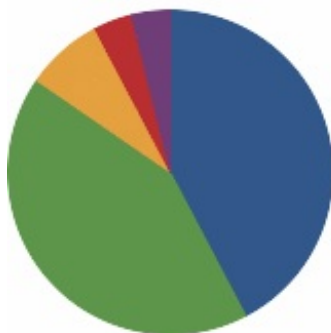
4. What do you consider the primary objective of your survey?

Please rank the following as they relate to your survey tool, 1 being the highest priority .

	1	2	3	4
Monitor Efficiency	17.3 %	21.7 %	39.1 %	21.7 %
Customer Satisfaction	72.0 %	12.0 %	8.0 %	8.0 %
Process Improvement	12.0 %	48.0 %	20.0 %	20.0 %
Data for Dashboards, KPI or Benchmarking	21.7 %	13.0 %	30.4 %	34.7 %

Have a primary objective not on this list? Let me know here: [You may browse comments online or download the CSV.](#)

5. How frequently does your survey get distributed?



- 42.3% ["Other" Answers](#)
- 42.3% [Yearly \(11\)](#)
- 7.6% [Daily \(2\)](#)
- 3.8% [Weekly \(1\)](#)
- 3.8% [Monthly \(1\)](#)

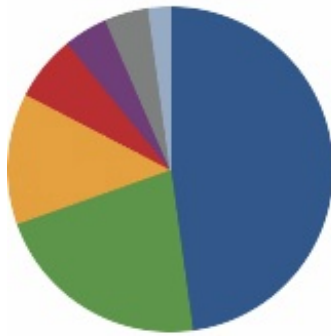
6. What do you see as the value/benefits of administering a survey? (check as many as apply)



- 25.7% [Helps to identify areas for improvement \(25\)](#)
- 23.7% [Keeps us focused, in touch with our customers \(23\)](#)
- 18.5% [Helps to identify trends or issues \(18\)](#)
- 14.4% [Provides information for best practices \(14\)](#)
- 14.4% [Provides information for dashboards, balanced score cards or KPI \(14\)](#)
- 3.0% ["Other" Answers](#)

Provide additional comments below: [You may browse comments online](#) or [download the CSV](#).

7. What do you see as the challenges of administering a survey? (check as many as apply)



- 47.8% [Customers don't complete the survey \(22\)](#)
- 21.7% [Analysis of the data once it has been recieved \(10\)](#)
- 13.0% ["Other" Answers](#)
- 6.5% [The survey doesn't collect enough information \(3\)](#)
- 4.3% [The survey collects too much information \(2\)](#)
- 4.3% [The survey takes to long too complete \(2\)](#)
- 2.1% [Remembering to send the survey out \(1\)](#)

Provide additional comments below: [You may browse comments online](#) or [download the CSV](#).

8. How many questions does your survey have?



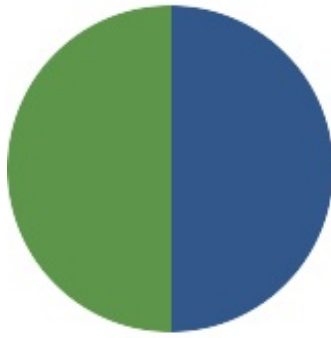
- 30.7% [6-10 \(8\)](#)
- 26.9% [1-5 \(7\)](#)
- 26.9% [16+ \(7\)](#)
- 15.3% [11-15 \(4\)](#)

9. What method do you use to distribute your survey?



- 48.7% [Email \(19\)](#)
- 35.8% [Web based survey \(14\)](#)
- 10.2% [Paper \(postcard, form etc.\) \(4\)](#)
- 2.5% [Phone \(1\)](#)
- 2.5% ["Other" Answers](#)

10. Do you provide survey results back to your customers with some regularity (eg. an annual report)?



- 50.0% [Yes \(13\)](#)
- 50.0% [No \(13\)](#)

11. Please share anything that has worked particularly well for you in your survey efforts.

You may browse freeform responses online or download the CSV.

12. Please feel free to share any experiences of surveys that did not work out as expected.

You may browse freeform responses online or download the CSV.

13. What best describes your position?



- 69.2% [FM Practitioner \(work in-house in FM dept\) \(18\)](#)
- 15.3% [FM Consultant \(provide outsourced FM services\) \(4\)](#)
- 11.5% [FM Partner \(provide services/products to FMs\) \(3\)](#)
- 3.8% ["Other" Answers](#)

14. What best describes your company's industry?



- 24.0% [Financial \(6\)](#)
- 16.0% ["Other" Answers](#)
- 12.0% [FM Products & Services \(3\)](#)
- 12.0% [Health Care \(3\)](#)
- 12.0% [Public Sector \(3\)](#)
- 8.0% [FM Consulting Services \(2\)](#)
- 8.0% [Utilities \(2\)](#)
- 4.0% [Information Technology \(1\)](#)
- 4.0% [Research & Development \(1\)](#)
- 0.0% [Cultural/Museums \(0\)](#)
- 0.0% [Manufacturing \(0\)](#)
- 0.0% [Legal \(0\)](#)
- 0.0% [Leisure/Recreational \(0\)](#)
- 0.0% [Security \(0\)](#)
- 0.0% [Building & Design Services \(Arch, Eng\) \(0\)](#)
- 0.0% [Environmental Health & Safety \(0\)](#)
- 0.0% [Airport/Transportation \(0\)](#)
- 0.0% [Academic \(0\)](#)

