DPSS Customer/Provider Relationship Survey

This survey is designed based upon years of experience and research as to the factors that can affect the relationship between the customer and the provider. The survey will evaluate the current nature of the relationship.

Instructions

Both sides are required to complete the survey and then compare the results. This review should be taken at regular intervals throughout the life of the contact, given that external and internal factors may affect the relationship.

Survey Outcomes

There are two possible outcomes from the survey:

1 There is mutual agreement between the parties as to the current nature of the relationships and that the relationship is appropriate given the nature of the risk and value associated with the contract.

2 There is a distinct difference between the parties as to the current nature of the relationship. In this case both sides are advised to compare their individual responses to each of the survey questions and to discuss the reasons behind the disparities and to seek to reconcile by taking appropriate actions or to seek the advice of independent experts

Complete the appropriate survey via these links

Customer Version

http://www.survey-maker.com/QQFY5FHET

Provider Version

http://www.survey-maker.com/QTQRDFYQ8

If as a result of this survey you require assistance with your customer/provider relationship, please feel to contact us.

Dr Ray Carter

Director

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