ARI Client Survey – October 2015

Comparisons & Comments

Results

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**Comparison with the 2014 Survey**

This was the third client survey for ARI. Responses were slightly down from the previous year, but still gave a valid representation of client sentiment. The very high satisfaction scores from 2014 were generally maintained, although slightly lower averages in two categories.

Both “Impact” and “Overall Satisfaction” scores were consistent with 2014, that latter at a very high level. The proportion of clients describing their overall satisfaction as ‘Very Good’ or better was maintained. The proportion of shorter projects was lower in 2015 (33%) than the previous year (39%). Note that the following comparisons show changes within the margin of error as even.







**Comments**

Clients were asked for feedback relating to the service delivered and areas for improvement. Overall around 21 comments were captured, each linked to a project. This was down from 2014.

These comments were shared verbatim across the Institute and will be used as the basis for improvement in project design, science, administration and stakeholder management. A sample of comments is listed below (with staff names omitted).

“High quality and responsive services”

“No areas for improvement”

**“…the team have done a great job. Thanks for all your efforts”**

“Very professional and diligent, great to work with.”

**“…the last two years have seen a radical improvement in the level of 'service' . I cannot raise any complaints at all. I would now rate ARI as one of the very best consultants to use in terms of communication and delivery of results (as well as their usual excellent science, of course)..”**

“This was an excellent project and I can't think of meaningful improvements.”

“…. and co-workers did a great job. The presentation at the VEPP Stream 3 symposium was first rate.”

“All good - I can’t see any glaring issues that would need improvement.”