

Broadsword ***Client Satisfaction Survey***

May 2014 Results

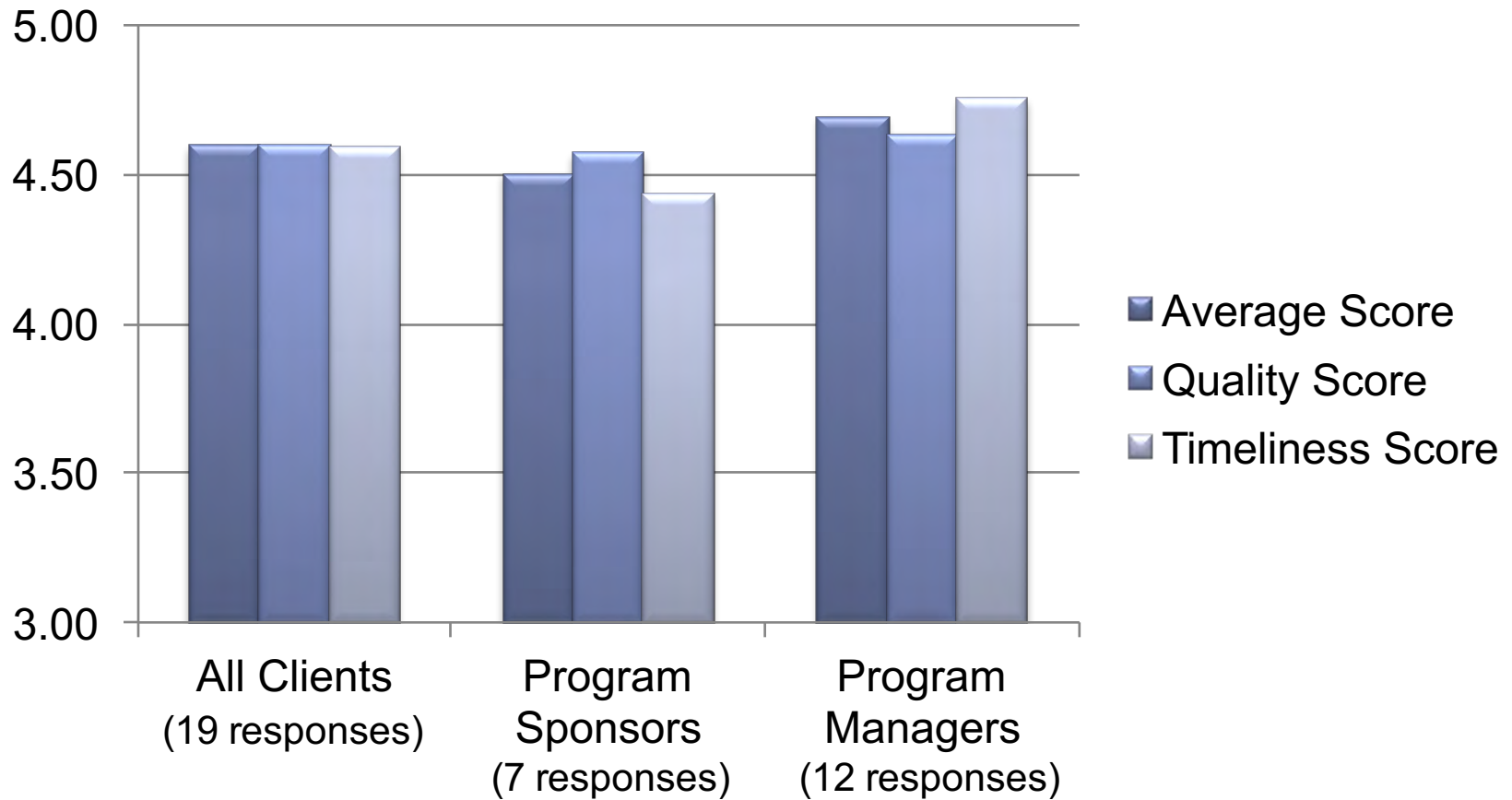
June 24, 2014

BROADSWORD
Process Innovation / at the speed of life



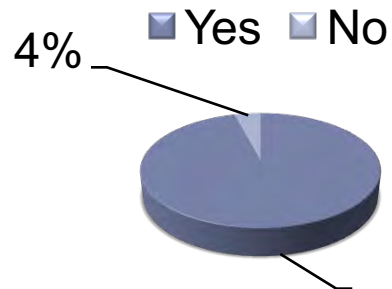
CMMI Institute Partner
powered by **Carnegie Mellon**

May 2014 Results Summary



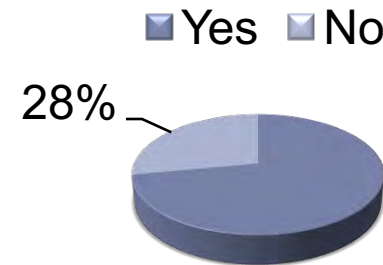
May 2014 Results Summary - Referral

Will you refer Broadsword to other organizations?



Note: One person answered "No"

Are you willing to write a brief testimonial?



Note: 13 people are willing to write a testimonial

May 2014 Results Summary – Comments

- Broadsword quickly assimilated our company culture and processes.
- Flexible, timely and professional
- The Broadsword team was very professional and easy to work together on the process development.
- They had the skills and the patience to support our transition into the CMMI world.
- Always open and willing to work extra
- The team collaboration and thought leadership to support our efforts was outstanding.
- You've provided us with a path that wasn't even in mind until you suggested it

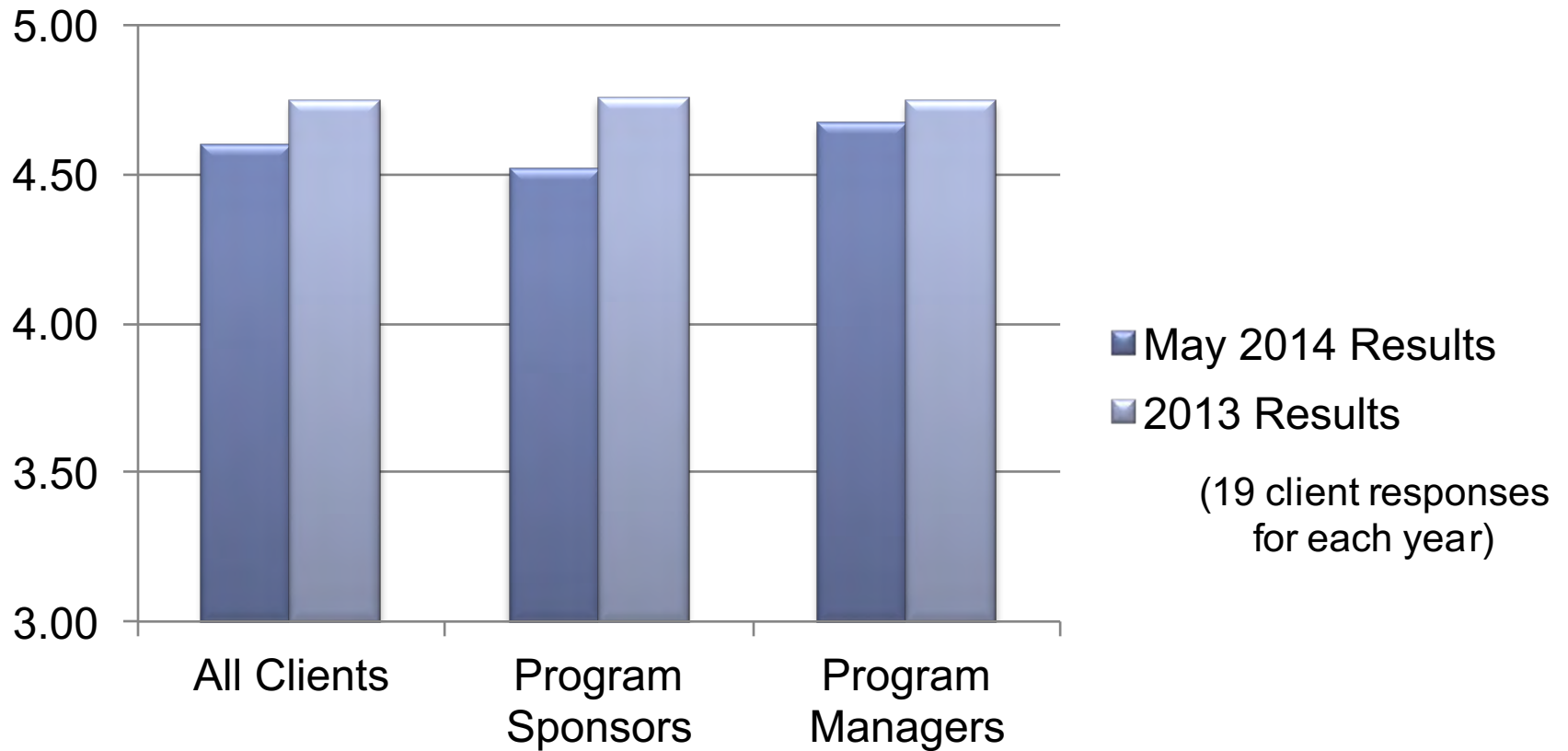
May 2014 Results Summary – Comments (cont'd)

- They [Broadsword's client deliverables] are always of excellent quality. However, some things don't need to be excellent - just good enough. The trick is in differentiating.
- Seems to be a bit of tentativeness in offering suggestions for significant change. I'm fine with hearing the "dirty details".
- The relationship is more tactical than I'd like (I recognize the difficulty), a strategic partner (although that isn't what we've explicitly asked for) could provide more direction/differentiation.

May 2014 Results Summary – Comments (cont'd)

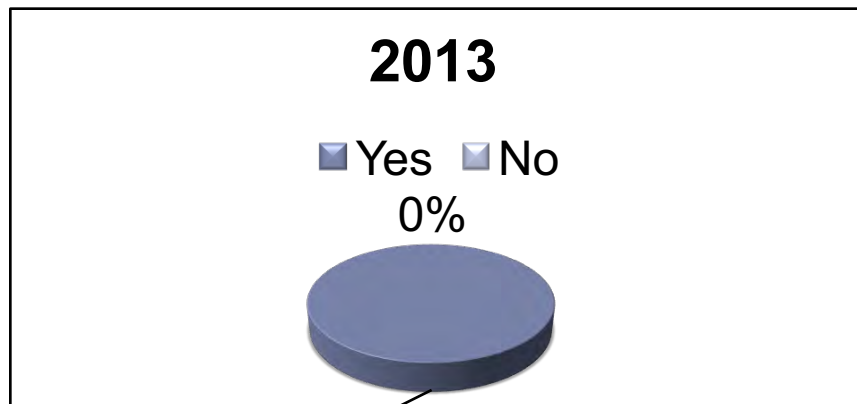
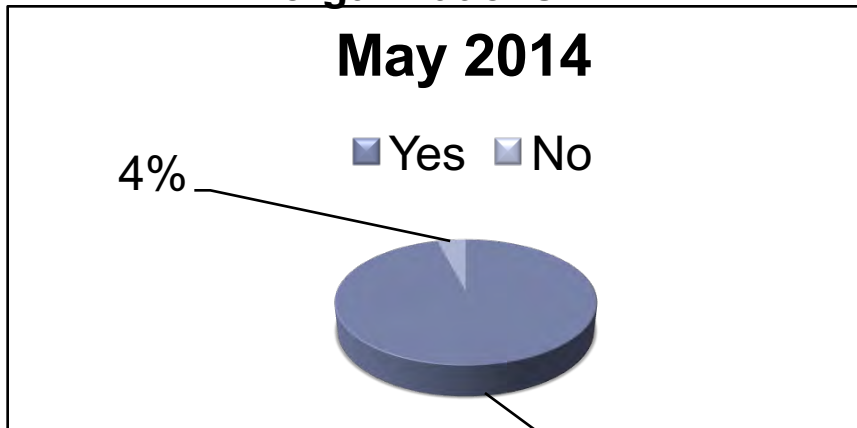
- Tim continually added value into our discussion and process improvement efforts.
- Tim was extremely timely and always available to support our needs when called upon.
- Laura asks and drives to the root of the issue to ensure she fully understands AAM's business and culture.
- Laura does a great job to make sure she documents and communicates everything.
- Laura asks and drives to the root of the issue to ensure she fully understands AAM's business and culture.
- Julie's & Jeff's approach has always been to "teach us to fish."

May 2014 Results Benchmarked with 2013 Results



May 2014 Results Benchmarked with 2013 Results

Will you refer Broadword to other organizations?



Are you willing to write a brief testimonial?

