



**POST-IMPLEMENTATION COMMUNICATION**

Dear Sir,

This questionnaire is addressed to you as part of our interactive quality control and continuous process improvement mechanism.

Kindly assist in completing and returning same to us at your earliest convenience in order to be able to serve you better, now and in the future.

**1. Client Details (To be completed By Megatracker )**

- 1.1 Name:.....
- 1.2 Address:.....
- 1.3 Telephone No.(s).....E-mail:.....

**2. Service Details (To be completed By Megatracker )**

- 2.1 Service Type:.....
- 2.2 Service Deployment Location:.....Date:.....

**3. Respondent Details (To be Completed by Client)**

- 3.1 Respondent's Name:.....
- 3.2 Telephone No.:.....

**4 Respondent Survey (To be Completed by Respondent)**

- 4.1 Professionalism of megatracker staff:  
 Excellent  Good  Average  Poor  Not sure
- 4.2 Effectiveness of solution:  
 Excellent  Good  Average  Poor  Not sure
- 4.3 Sufficiency of solution in meeting client's pre-implementation objectives:  
 Excellent  Good  Average  Poor  Not sure
- 4.4 Sufficiency of solution in meeting user's pre-implementation objectives  
 Excellent  Good  Average  Poor  Not sure
- 4.5 Specific user challenges experienced in solution application (if any):.....
- 4.6 Specific Positive Comments/Suggestion (if any).....
- 4.7 Would you recommend our solution to other users in future ? Yes No
- 4.8 Why Yes/No?:.....

Thank You.