

Dear Client,

The Service Delivery Improvement Plan (SDIP) Unit is proposing a pre-emptive (pilot) Client Satisfaction Survey of our Clients. One of the key aims of the proposed survey is to garner the opinions of the Clients with **respect to the Service Standards the Chief Directorate National Geospatial Information (CD: NGI) within the Branch: National Geomatics Management Services (NGMS) have committed to.**

This is not a prescriptive proposal but one the SDIP Unit surmises to be an important precursor to a more detailed study of our Nationwide Clients. At this initial stage of recommending such a study; the SDIP Unit will undertake a basic investigation of the potential Research Approach and consequent Methodology.

This study seeks to assist us in improving our products and services wherever it is perceived we are lacking. As the saying goes, ***“you can’t manage what you don’t measure.”*** Customer satisfaction measures how our products, services, and overall experience either falls short, meets, or exceeds our client’s expectations.

Kindly receive attached, the questionnaire that will be used for the survey. The questionnaire has been designed to be as short as possible to avoid boring you our clients and taking your precious time.

Your understanding and assistance in answering the questions as set out in the attached questionnaire will be greatly valued.

To access the questionnaire, please click on the following link:

<https://drive.google.com/open?id=1klZDvtOcCEq47TY8U2FbQRrvqjl-WPxE5QM0gbqK3fQ>