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# **‘The B2B Experience’**

## **How Satisfied Are Our Customers?**

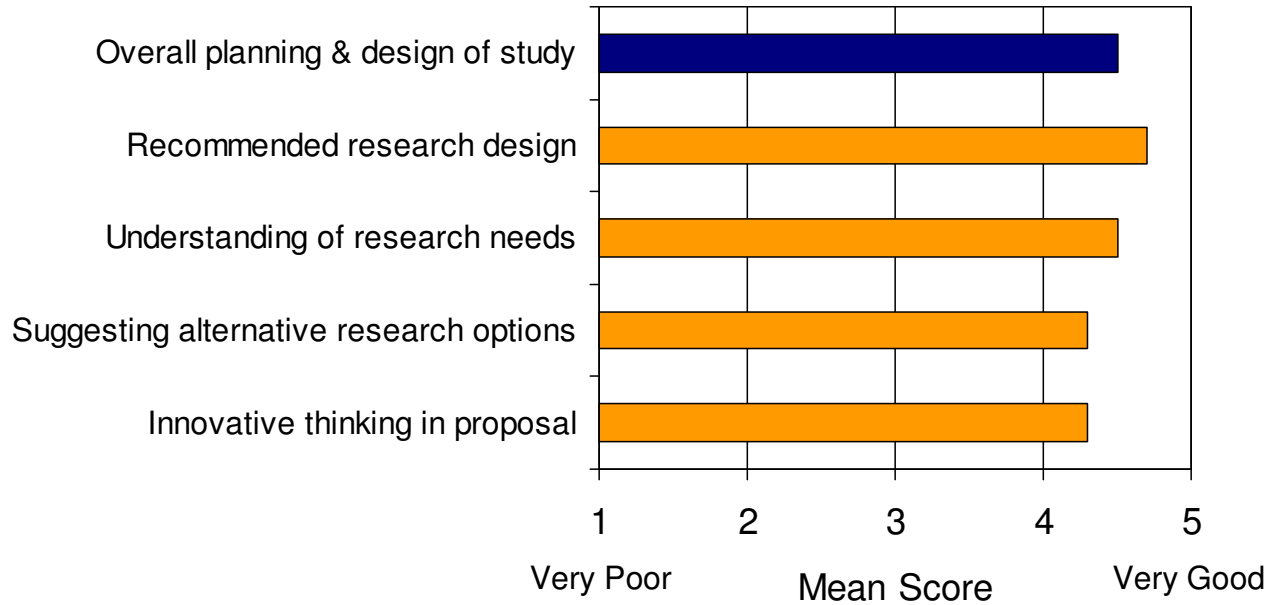
Project Satisfaction 2005

# Client Satisfaction

## Planning/Study Design

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### Survey Results For Projects Carried Out During 2005



# Client Satisfaction Service Provided

## Survey Results For Projects Carried Out During 2005

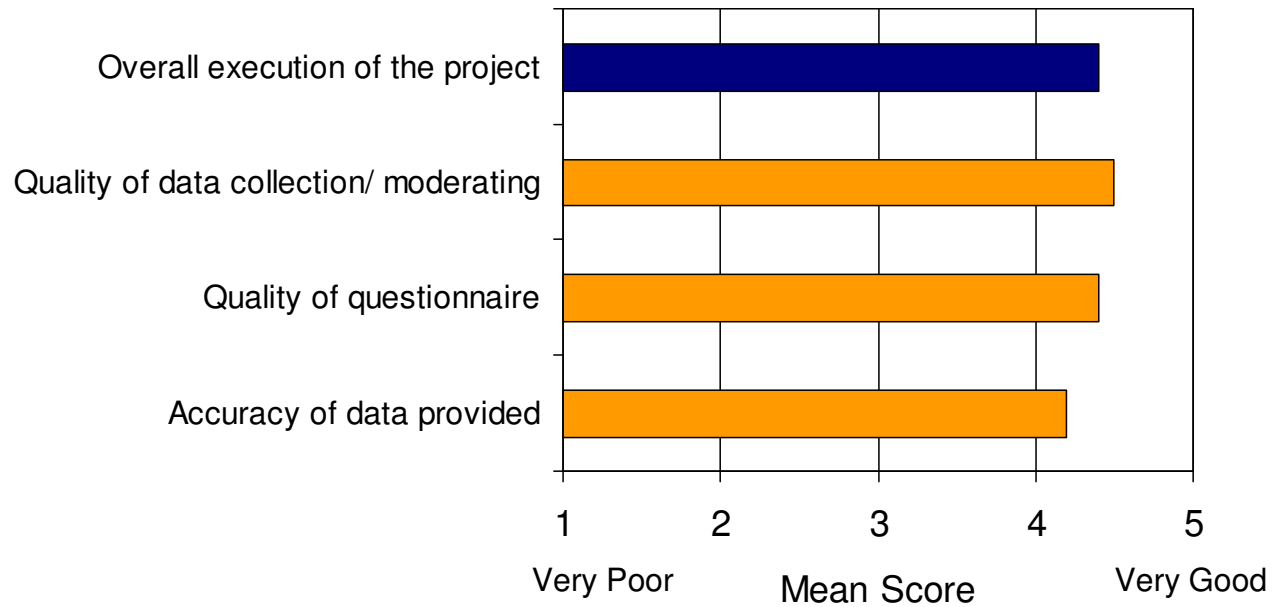


# Client Satisfaction

## Project Execution

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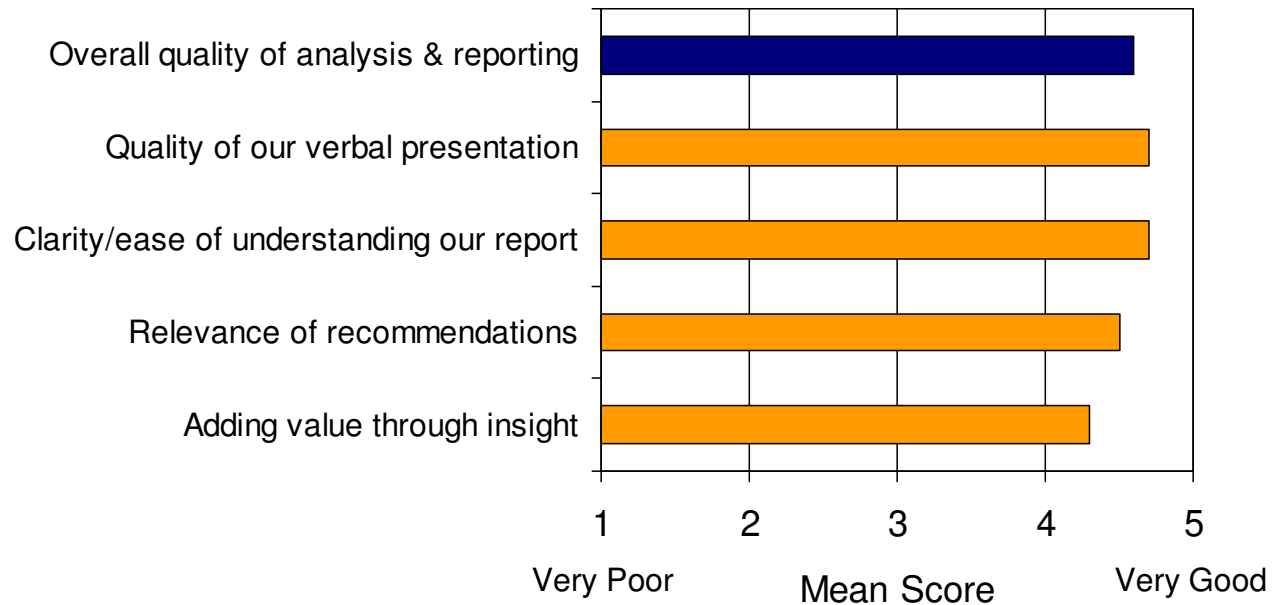
### Survey Results For Projects Carried Out During 2005



# Client Satisfaction Analysis/Reporting

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## Survey Results For Projects Carried Out During 2005

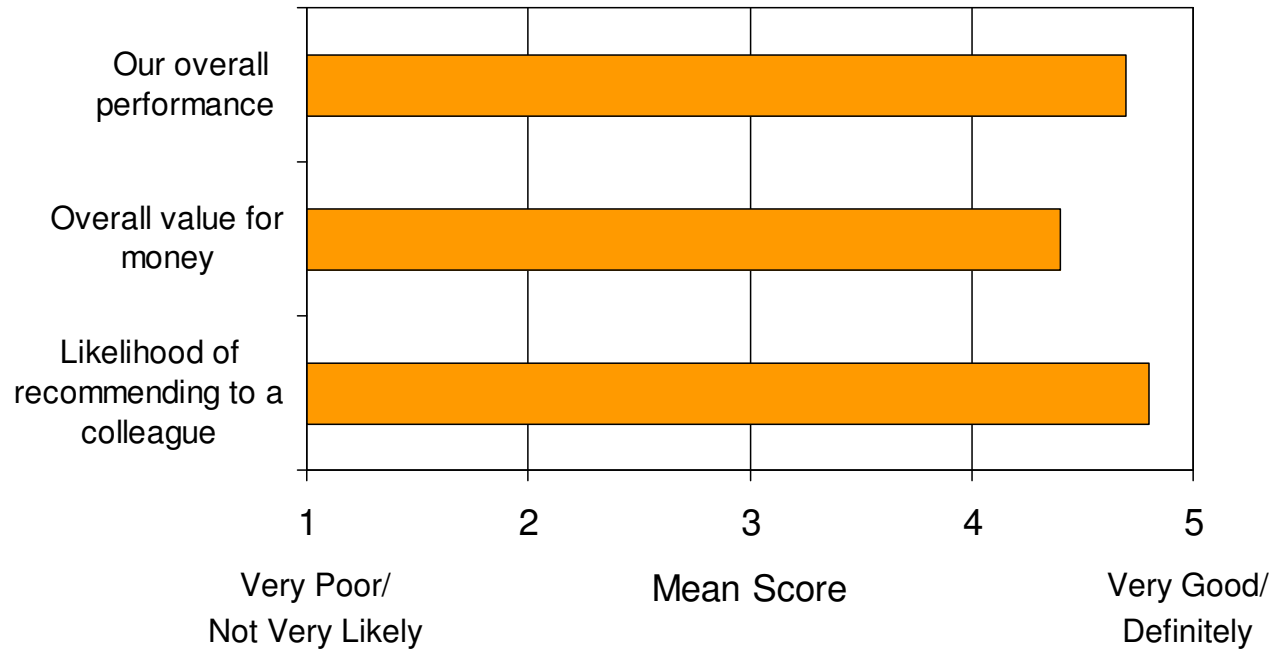


# Client Satisfaction

## Project As A Whole/Customer Loyalty

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### Survey Results For Projects Carried Out During 2005



# What Our Customers Say About Us...

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The work you have done for us has passed all our expectations. We presented the findings to our Senior Vice President, who was delighted and said that we will use this survey to direct our company not just over the next few months but over the next few years

We value their ability to be flexible, and get on with the job. They execute on time, to budget, and present professionally. We have implemented many new communication, learning and relationship building tools as a result of your work with us. A satisfied customer

We value their expertise in the B2B market. The understanding of the brief was excellent and the way in which it was carried out was exactly as we had imagined and hoped for. We have very much enjoyed working with B2B and felt they represented good value for money

B2B are reliable and have the expertise to carry out difficult jobs (our customers are located all over the world) with minimum intervention from our side. The summary and analysis they provided has been extremely useful and they are always willing to discuss and clarify. I expect our work will have profound effect on how we operate from now on. Thanks for your help, we enjoyed working with you and your team

B2B International have been outstanding in all areas and have been a pleasure to work with over the past few months. Their interpretation of the survey results and strategic recommendations have resulted in improvements throughout the business