Introduction

You are receiving this survey because you interact frequently with the Program Support Training team along with your Training Strategist. The survey requests information about the level of service quality. As such, the questions pertain to the support you receive from your Training Strategist, the OLR team and overall support. It is not about the components of the Service Level Agreement (which will be addressed at a later date).

IMPORTANT

If you manage multiple programs, you are asked to complete one survey for each program: the same survey link can be used more than once for this purpose. So, for example, if you managed two programs, you would complete/submit a survey for the first program and then click the same link (a second time) to open a new survey for the second program. Each survey is brief and can be completed in 10 minutes or less.

If you have questions, please contact

Thank you!



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Client Program Identification

Identify your program by selecting one program below. Note some programs are listed more than once (by different geographic regions). Be sure to select the correct geographic region. Select one program only. If you manage multiple programs, you are asked to complete a separate survey for each program. The same survey link can be re-used for this purpose.

* Select a program (remember to complete a separate survey for each program you manage).

👝 Avaya (APAC)

in Avaya (EMEA)

HR Direct (EMEA)

HR Direct (APAC)

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- jn Avaya (N. America)
- jn BearingPoint
- jn BMS
- Boston Scientific (N. America)
- jn Boston Scientific (EMEA)
- BS/Shared Services (APAC)
- HR Direct (N. America)

- j∵∩ Fifth Third
- j∩ Honeywell
- Office Depot
- n RR Donnelley
- jn Sodexo
- Flextronics
- jn State of Florida (Jacksonville)

- State of Florida (Tallahassee)
- State of Texas
- Textron (N. America)
- Textron (EMEA)
- Mhirlpool (N. America)
- Mhirlpool (EMEA)
- jn Xcel Energy



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Responsiveness – SLA Targets

* Select the best response to each of the following statements:

	Always	Usually	Sometimes	Never
My Training Strategist completed a training plan for my program monthly.	ja	ja	ja	ja
My On-line Reference Change Request forms were completed within the SLA target of 3 business days.	jn	j'n	jn	jn
My Training Strategist responded to my requests within 1 business day?	ja	jta	j m	ja
Comments				



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Training Quality

*	Select the best response to each of the following st	atements	S:		
		Excellent	Good	Fair	Poor
	The overall quality of program specific material developed has been	ρţ	ja	ja	ja
	The overall quality of Global Standard training delivered for my program has been	jn	jn	j n	jn
	The overall quality of new hire training support has been	ρţ	ja	ja	ja
	Comments				
		A			



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Performance Improvement Quality

Select the best response to each of the following statements regarding the overall quality of the service your program received under Performance Improvement. Note: Operations determines if Performance Improvement areas will be delivered in their monthly training plans. Use N/A if you cannot rate it.

* Select the best response:

	Excellent	Good	Fair	Poor	N/A
Call Calibrations	ja	j:n	ja	ja	ja
Development of Monthly Knowledge Assessments	jn	jn	jn	jn	jn
M&P Audits	p.	ja	ja	ja	ja
Development of FAQ	jn	j n	jn	jn	jm
Comments					



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Report & Overall Quality

Select the best response to each of the following statements regarding your satisfaction with your Training Strategist.

* My overall satisfaction with the communications between me and my Training Strategist is...

jn Excellent	jn Good	jn Fair	jn Poor	jn N/A
* My overall sa	tisfaction with m	y Training Strate	egist is	
jn Excellent	jn Good	j∩ Fair	j∩ Poor	j∩ N/A
* My overall sa	tisfaction with of	ther program su	pport team memb	ers (e.g., OLR, Sr.
Managers, Di	rectors, etc.) is			

jn Excellent jn Good jn Fair jn Poor jn N/A



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Strengths/Opportunities

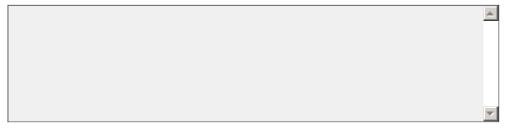
* Please list strengths and opportunities for improvement for your Training Strategist.

Improvement Opportunities



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Please tell us how we can improve the quality of the service we provide to you. Note: Please do not rate or tell us about a component of the SLA. That will be done in another survey.





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Closing

Thank you for your time and valuable feedback. If you have questions or comments about this survey please contact

For technical questions about this survey, or for online survey development or consulting, please contact

Thank you for your participation.

After you click the "done/submit survey >>" button LOCATED AT THE VERY BOTTOM OF THIS PAGE, your survey will be fully submitted. (Note, you may be prompted with the question "Do you want to close this window?" as shown in the example below. If this appears, select "yes" to fully submit your survey)

Window	rs Internet Explorer 🛛 📓
?	The webpage you are viewing is trying to close the window. Do you want to close this window? Yes No
	click "Yes"

IMPORTANT NOTE: if you manage more than one program, please submit this survey first, then access the link in the original email to complete another survey (one for each program you manage).



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