

# FPMI 2012 Customer Satisfaction Survey Report: A Brief Summary

Survey conducted by Market Connections, Inc.

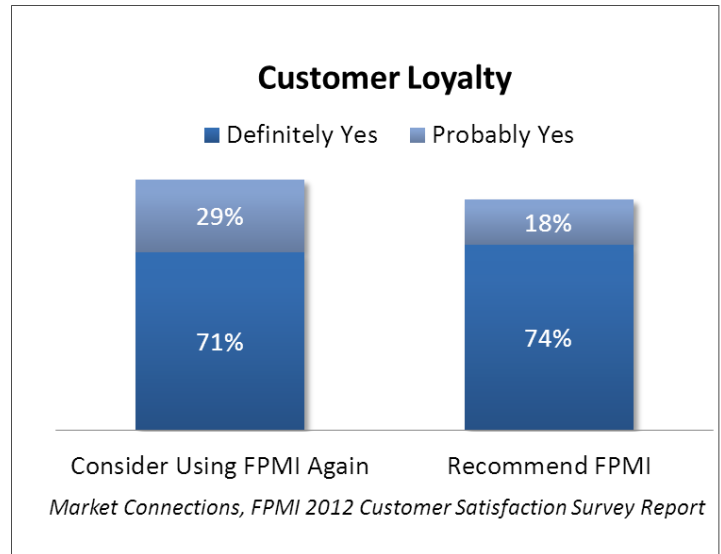
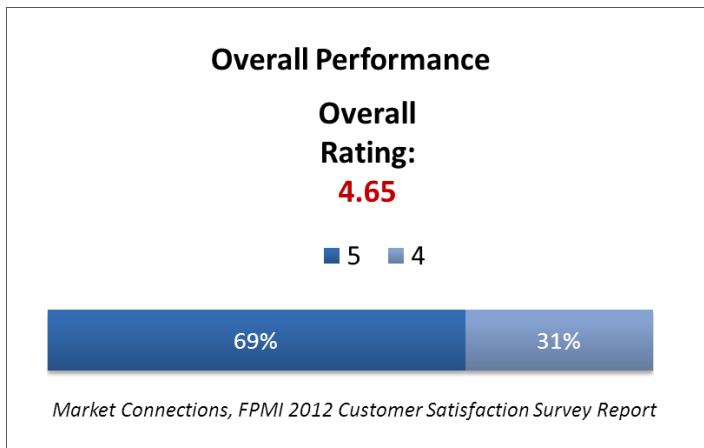
## Introduction

Market Connections, Inc. conducts an annual, independent survey of FPMI's customers. FPMI was measured on key performance factors and overall customer satisfaction.

All scores are based on a scale of 1 to 5.

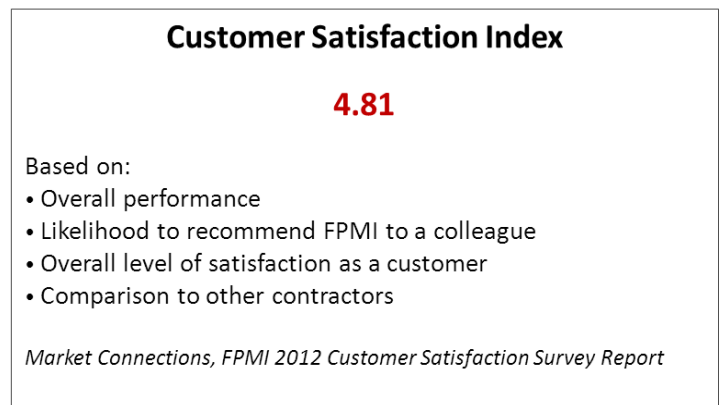
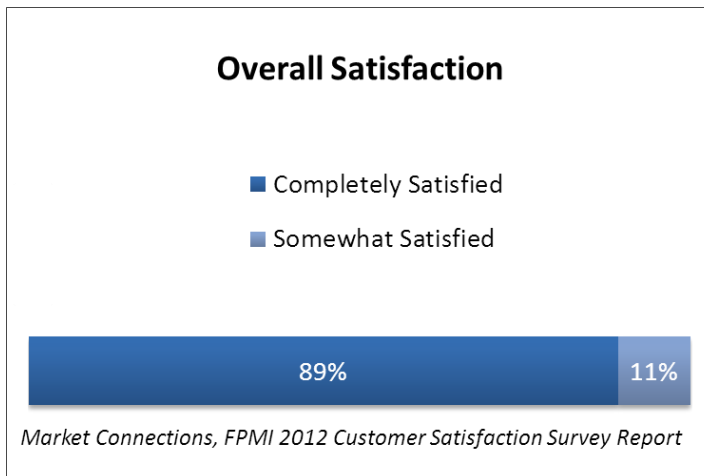
## Customer Loyalty and Satisfaction

"We use them for an HR service contract and for staffing and classification, and the individuals are very talented and know their subject matter."



"2012 ratings rose substantially over 2011 and represent very strong performance and satisfaction."

"The customer service they have provided and the people working on our project are subject matter experts, top shelf, they know what they are doing. They take our constructive criticism and they have worked wonders for us. The project lead is exceptional."



"FPMI's greatest strength is the quality of its staff, followed by excellent customer service, and its knowledge base and expertise."

"They provide good contractor support. The employees that they are submitting are quality and the program manager is very responsive."

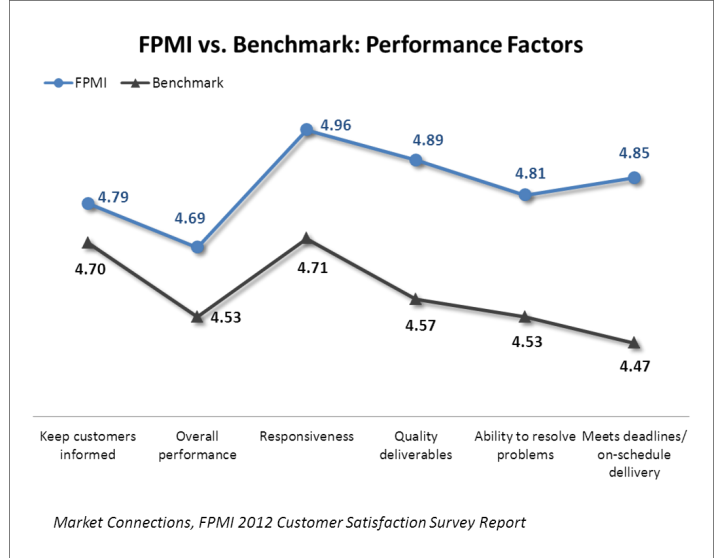
## Performance Factors

“Excellent job in scoping the project, provided consultation in lieu of just providing products and services.”



## Benchmarks

Benchmark data are based on several years of Market Connections’ business-to-government customer satisfaction research on professional service organizations in the federal market.



“Timely response to requests and actions. Very cooperative. Positive attitude of staff. Very dependable.”

“In 2012, FPMI performed above the benchmark for *all* factors. FPMI received the highest ratings for Responsiveness and Quality Deliverables. Ratings for timeliness and ability to resolve problems exceeded the benchmarks the most.”

