



ESITO CUSTOMER SATISFACTION SURVEY

June 2009

Overall customer satisfaction improved 7% from 66% to 73%. Our target for the end of 2010 is 80%. Read the [key findings and action plan](#) from the survey and how we plan to improve areas of concern.

Your feedback about us and the job we're doing

In March we carried out our Customer Expectations and Satisfaction survey, polling trainees, operational and strategic staff from member companies across the country.

The survey helps us gain a greater understanding of your needs. We also use the results to gauge how well we're doing our job.

Thanks to everyone who took part. We hope the actions we plan to carry out as a result of your feedback will make the time you gave worthwhile.

Find out how strategic staff, operational staff and trainees rated key areas of our work.

- [Strategic Measures - 2009 vs 2008](#)
- [Operational Measures - 2009 vs 2008](#)
- [Trainee Measures - 2009 vs 2008](#)

Compare how customer segments see us.

Look at the overall customer satisfaction results for the first time by:

- [geographic area](#)
- [sector \(telecommunications, transmission, retail, generation and distribution\)](#)

What we need to work on

Despite the improvements gained over the past 12 months, there are still things we need to work on to ensure your needs and expectations are met. Areas of focus are:

- the organisation of courses and qualifications
- our communications (particularly trainees), including how we communicate sector leadership projects
- the website
- our training manuals and resources
- WAP sheets.

Overall Customer Satisfaction - 2009 vs 2008

