

POCL

**User Satisfaction Survey & Measurement
Process for Implementation**

Ref:NHIT/ACC/002
Version:1.0
Date:25 June 1999

Document Title: User Satisfaction Survey & Measurement Process for Implementation

Document Summary: Provides a format for the User Satisfaction Survey and description of the measurement processes.

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Reference: NHIT/ACC/002

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0. DOCUMENT CONTROL

0.1 DOCUMENT HISTORY

Version No.	Reason for Change	Date of Change
0.1	First draft	13/05/99
0.2	Updated with comments received	28/05/99
0.3	Updated with comments received	04/06/99
1.0	Final version for sign off	25/05/99

0.2 APPROVAL AUTHORITIES

Name	Position	Signature	Date
Graham Katon POCL	Horizon Implementation Development & Trial Manager		
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0.2 ASSOCIATED DOCUMENTS

	Reference	Vers	Date	Title	Source
1	IM/ACS/005	2.0	21/12/98	Rollout Acceptance Specification	ICL Pathway
2	NHIT/ACC/001	0.1	7/5/99	Site Reviews for Contractual Acceptance	POCL

0.3 ABBREVIATIONS

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Requirement 945 in the Rollout Acceptance Specification states that a quality survey shall be carried out by POCL to measure user satisfaction with the implementation process. The requirement criterion specifies that the questionnaire will seek feedback on the following events:- site survey, re-survey, modifications, preparations and installation.

SCOPE

This document aims to provide an agreed basis for the format of the user satisfaction questionnaire and the measurement process to be employed. The approach to be taken and the format/content of the quality survey shall be agreed by POCL and ICL Pathway.

DISTRIBUTION

The survey documentation will be sent out by a member of the Implementation Team by first class post. The distribution will include a reply paid envelope for completed questionnaires. A timetable of activity can be found in section 7.

PARTICIPANTS

The questionnaire will be sent to all offices in the Live Trial (except the offices upgraded to NR2 from 1c) following installation of and migration to NR2.

5. SCOPE OF QUESTIONNAIRE

The questionnaire will contain the following questions:-

Survey	
Was the disruption to your office kept to a minimum	Yes/No
Was the surveyor polite to you and your staff	Yes/No
Was the work completed as agreed	Yes/No
Overall how satisfied were you with the service from your surveyor	Fully/ Quite/ not very/ not at all

Re-survey (if applicable)	
Was the disruption to your office kept to a minimum	Yes/No
Was the surveyor polite to you and your staff	Yes/No
Was the work completed as agreed	Yes/No
Overall how satisfied were you with the service from your surveyor	Fully/ Quite/ not very/ not at all

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Modifications (if applicable)	
Was the disruption to your office kept to a minimum	Yes/No
Were the team polite to you and your staff	Yes/No
Was the work completed as agreed	Yes/No
Overall how satisfied were you with the service from the modification team	Fully/ Quite/ not very/ not at all

Preparations	
Was the disruption to your office kept to a minimum	Yes/No
Were the team polite to you and your staff	Yes/No
Was the work completed as agreed	Yes/No
Overall how satisfied were you with the service from the preparation team	Fully/ Quite/ not very/ not at all

Installation	
Was the disruption to your office kept to a minimum	Yes/No
Were the team polite to you and your staff	Yes/No
Was the work completed as agreed	Yes/No
Overall how satisfied were you with the service from the installation team	Fully/ Quite/ not very/ not at all

General	
Do you have any further comments you wish to make about any of the activities covered by this questionnaire?	

5. RESULT ANALYSIS

Returned questionnaires will be analysed by Research Services. The feedback will be summarised to show the number and percentage of people who have responded at each level for each question. For the satisfaction questions, the percentage satisfaction will be calculated as the percentage of people responding to a question who score it as scoring fully or quite satisfied.

A high level summary report of the results will be supplied to the Horizon Acceptance Test Manager at the end of the report period.

The Horizon Acceptance Test Manager will provide the ICL Pathway Acceptance Test Manager with the results of the survey.

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The results of the User Satisfaction Survey will be used as a measure of Contractual Acceptance against requirement 945 of the Implementation D - Rollout Specifications.

In addition the results may also be used by POCL for other internal reporting purposes.

7. TIMESCALES

Despatch -Questionnaires will be despatched to participating outlets in the week following the equipment installation week for that office. The last installation is planned for 28 May however this may change if installation dates are re-scheduled.

Reply - Outlets will have one week to complete and return the questionnaires. Questionnaires received after this time will not be included in the result report although their replies and comments will be noted.

Results - Research Services will produce a high level report of their findings one week after the cut off for replies.

Activity	Days	Actual dates*
Last despatch	Day 1	1 June 1999
Last reply required	Day 7	7 June 1999
Research Services report issued	Day 14	14 June 1999

- Actual dates may be subject to change if installation dates are re-schedules.

8. CONTINGENCY ARRANGEMENTS

In the event that the number of replies received falls below the number required to produce a representative sample POCL will seek further guidance from Post Office Consulting Research Services.

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Date:25 June 1999**9. APPENDIX 1 - EXAMPLE QUESTIONNAIRE****Horizon Implementation Feedback**

The Horizon Implementation team are making every effort to work closely with you and to introduce Horizon as effectively as possible. We value your feedback to allow us to improve our services.

We realise that during the Horizon live trial, you will be asked to provide a lot of feedback, but would ask you to bear with this, to ensure that the business has as much information about the effectiveness of the trial as possible.

Could you please spend a couple of minutes filling in this feedback form about the service you have received during implementation at your office.

Please return this form in the envelope provided to Research Services, 2nd Floor, 20-23 Greville St, LONDON, EC1B 1HF by 7 June.

Survey of your post office

		Yes	No	Don't know
1.	Was the disruption to your office kept to a minimum?	*	*	*
2.	Was the surveyor polite to you and your staff?	*	*	*
3.	Was the work completed as agreed?	*	*	*
4.	Overall how satisfied were you with the service from the surveyor?			
Fully satisfied	Quite satisfied	Not very satisfied	Not at all satisfied	Don't know
*	*	*	*	*

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Date:25 June 1999**Re-Survey of your post office (second survey)****Please fill in this section if your office was re-surveyed, otherwise please go on to Modifications**

		Yes	No	Don't know
5.	Was the disruption to your office kept to a minimum?	*	*	*
6.	Was the surveyor polite to you and your staff?	*	*	*
7.	Was the work completed as agreed?	*	*	*
8.	Overall how satisfied were you with the service from the surveyor?			
Fully satisfied	Quite satisfied	Not very satisfied	Not at all satisfied	Don't know
*	*	*	*	*

Modification of your post office (i.e. changes to your screen/ carpentry work carried out)**Please fill in this section if your office has been modified, otherwise please go on to Preparation**

		Yes	No	Don't know
9.	Was the disruption to your office kept to a minimum?	*	*	*
10.	Were the team polite to you and your staff?	*	*	*
11.	Was the work completed as agreed?	*	*	*
12.	Overall how satisfied were you with the service from the modification team?			
Fully satisfied	Quite satisfied	Not very satisfied	Not at all satisfied	Don't know
*	*	*	*	*

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Preparation of your post office (cabling installation)

- | | Yes | No | Don't know |
|--|-----|----|------------|
| 13. Was the disruption to your office kept to a minimum? | * | * | * |
| 14. Were the team polite to you and your staff? | * | * | * |
| 15. Was the work completed as agreed? | * | * | * |
| 16. Overall how satisfied were you with the service from the preparation team? | | | |

Fully satisfied	Quite satisfied	Not very satisfied	Not at all satisfied	Don't know
*	*	*	*	*

Installation of kit (Actual siting of the equipment in the outlet and initialisation)

- | | Yes | No | Don't know |
|---|-----|----|------------|
| 17. Was the disruption to your office kept to a minimum? | * | * | * |
| 18. Were the team polite to you and your staff? | * | * | * |
| 19. Was the work completed as agreed? | * | * | * |
| 20. Overall how satisfied were you with the service from the installation team? | | | |

Fully satisfied	Quite satisfied	Not very satisfied	Not at all satisfied	Don't know
*	*	*	*	*

21. Do you have any further comments about any of the activities covered by this feedback form?

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Thank you for taking the time to complete this.