



Dear Participant,

Menette Pty Ltd has put together this quality survey to obtain your valuable feedback on the recently implemented C3 at your facility. Your answers will greatly assist us to review and continually improve our services to you in the future. Completion of all questions will be the key to a successful outcome. The survey will only take a few minutes of your time to complete.

We would like to take this opportunity to thank you for your cooperation.

Step 1 – 8 Process

Question 1.

Of the Step 1 – 8 Process, which steps have currently been implemented?

Please indicate with a cross (X).

- Step 1 – Site Review
- Step 2 – Cost Analysis
- Step 3 – Model Selection
- Step 4 – System Implementation and Education
- Step 5 – Policies and Procedures Implementation
- Step 6 – Contract Management
- Step 7 – Transition and Handover
- Step 8 – Periodic Review

Question 2.

How satisfied are you with our Step 1 – 8 Process?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied



Suggestions for improvement:

Question 3.

How would you rate the quality of services offered?

- Excellent
- Very Good
- Good
- Fair
- Poor

Question 4.

(a) How do you rate our staff's efforts in conducting the Step 1 – Site Review?

- Very efficient
- Somewhat efficient
- Not very efficient
- Not Applicable

(b) Did our staff require unreasonable amounts of in-house staff time to complete the site review?

- Yes
- No



Question 5.

(a) How efficient do you find our staff in following up tasks?

- Very efficient
- Somewhat efficient
- Not very efficient

(b) Is our staff feedback provided in a timely manner?

- Yes
- No

Question 6.

How did you find the communication with our staff?

- Easy and effective
- Somewhat easy and effective
- Not very easy and effective

Question 7.

How would you rate the quality of service delivery?

- Excellent
- Very Good
- Good
- Fair
- Poor

Suggestions for improvement:



Question 8.

In what ways, if any, could our Step 1 – 8 Process be made more effective? We would like you to tell us anything you can think of, no matter how minor you may consider it.

Step 8 – Periodic Review

Question 9.

Which periodic review package has been implemented?

- Gold
- Silver
- Bronze
- Not Applicable

Question 10.

How satisfied are you with your review package?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied

Question 11.

(a) How valuable to you find the Review Reports?

- Very valuable
- Somewhat valuable
- Not very valuable



(b) How valuable to you find the Benchmark Graphs?

- Very valuable
- Somewhat valuable
- Not very valuable

Question 12.

In what ways, if any, can the Step 8 – Periodic Review be improved in the future?

It would be greatly appreciated if you could return your completed survey by fax to **(03) 9819 6123**.

Thank you for your cooperation.