



Total FMS QUALITY SURVEY

Dear Participant,

Menette Pty Ltd has put together this quality survey to obtain your valuable feedback on the recently implemented Total FMS 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.

Question 1.

Are you currently using Total FMS Web Executive?

- Yes
- No (If no, please disregard the remainder of the survey)

If no, can you please provide reasons as to why as this will assist us in the future?

Question 2.

(a) Which Web Executive functions are you currently using?

- Logging New Calls
- Job Management
- Operations
- Executive Reports
- Safety/Compliance



(b) How user friendly do you find these functions?

- Very user friendly
- Somewhat user friendly
- Not very user friendly

Question 3.

(a) Do you find Web Executive assists you in your daily activities?

- Yes
- No

(b) If yes, in what ways does Web Executive assist you in your daily activities?

Question 4.

(a) What do you like about using Total Web Executive?

(b) What do you dislike about using Total Web Executive?



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(c) In what ways if any can Total FMS Web Executive be improved in the future?

Question 5.

(a) Are you aware of our Total FMS Hotline?

Yes

No

(b) If yes, have you utilised the Total FMS hotline?

Yes

No

(c) How helpful do you find the Total FMS hotline?

Very helpful

Somewhat helpful

Not very helpful

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

Thank you for your cooperation.

