



2017 Client Survey Results

We asked clients to measure us in 3 areas:

Delivery
of
Service

Outcomes
&
Benefits

Net
Promoter
Score

which acknowledged and confirmed we:

- Improved scores across the board in all categories
- Utilized the collective experience of RFB's advisory team
- Have built a valuable network of trusted professionals and effective referral system
- Are great at keeping teams on track
- Provide a high level of accountability
- Provide resources, support and alignment within leadership teams
- Met and exceeded 7 out of 8 benchmarked service deliverables

and unlocked these opportunities:

MORE focus on what ROI and value creation mean to each team

OBSERVE and confirm concepts and tools are understood by all

FOCUS on the Change Management Process itself

SET realistic time expectations based on speed of execution per goal

DEVELOPMENT on all levels ... personal & team

We also asked ...

How likely is it that you would recommend Resultants For Business to a friend or colleague?

RFB's Net Promoter Score came in at a very respectable **61** overall (for 2 years running).

Owners and Integrators are even more likely to recommend RFB, scoring us at an

87

Both scores **EXCEED** the Gold Standard, which are scores above **50**.

Our NPS puts us in the company of Amazon, Harley-Davidson, Apple and Southwest Airlines, to name a few. Their scores consistently fall within the 50-80 range.

For more on NPS, visit <https://www.theresultants.com/nps-explained/>

We thank our clients for providing open and honest feedback! If you would like to understand more about how you can develop a Net Promoter Score Survey for your organization, talk to an RFB Business Advisor.