

THE QUALITY LOOP

Model Credit Union

Sample Member Satisfaction Report

October

Totals	Number of surveys returned	Were we friendly and attentive?	Did we fulfill all your needs?	Did we get you in and out quickly?	Did we offer helpful information?	Overall, how would you rate our service?	How likely are you to recommend us to your friends?
Overall Performance							
August	228	9.33	9.39	9.21	7.61	9.45	9.34
September	187	9.38	9.43	9.25	7.65	9.48	9.39
October	182	9.46	9.48	9.27	7.75	9.51	9.45
November							
December							
January							
Downtown Branch							
August	121	9.29	9.41	9.19	7.03	9.29	9.22
September	106	9.53	9.45	9.19	7.08	9.31	9.30
October	102	9.42	9.60	9.21	7.18	9.33	9.38
November							
December							
January							
Eastside Branch							
August	63	9.49	9.46	9.44	8.43	9.50	9.14
September	46	9.55	9.48	9.46	8.42	9.52	9.24
October	47	9.62	9.73	9.46	8.50	9.56	9.39
November							
December							
January							
Westside Branch							
August	44	9.30	9.25	9.09	7.45	9.29	9.41
September	35	9.29	9.35	9.10	7.49	9.33	9.44
October	33	9.35	9.39	9.13	7.56	9.35	9.49
November							
December							
January							

Note: 10.00 is highest possible score.

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Branch Detail	Number of surveys returned	Were we friendly and attentive?	Did we fulfill all your needs?	Did we get you in and out quickly?	Did we offer helpful information?	Overall, how would you rate our service?	How likely are you to recommend us to your friends?
Downtown Branch							
Kim	11	9.55	9.45	9.09	7.60	9.37	9.44
Cindy	12	9.49	9.39	9.09	7.28	9.72	9.37
Mike	11	9.29	9.37	9.20	7.90	9.32	9.29
Jeanie	9	9.11	9.56	9.25	8.16	9.28	9.30
Hillary	8	9.75	9.75	9.38	7.13	9.63	9.25
Leslie	10	9.38	9.50	8.60	7.33	9.45	9.47
Pam	9	9.27	9.41	9.26	8.25	9.73	9.33
Rachel	13	9.33	9.33	9.23	7.25	9.30	9.54
Terri	4	9.75	9.16	9.33	7.75	9.16	9.41
Patience	3	8.33	8.67	8.98	6.50	8.33	9.39
Tracey	10	9.75	9.16	9.18	7.75	9.75	9.42
Cathy	2	8.56	9.06	9.29	3.50	9.16	9.24
October Totals:	102	9.42	9.60	9.21	7.18	9.33	9.38
Eastside Branch	47	9.62	9.73	9.46	8.50	9.56	9.39
Westside Branch	33	9.35	9.39	9.13	7.56	9.35	9.49
Overall Performance:	182	9.46	9.48	9.27	7.75	9.51	9.45

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Employee Cindy	Number of surveys returned	Were we friendly and attentive?	Did we fulfill all your needs?	Did we get you in and out quickly?	Did we offer helpful information?	Overall, how would you rate our service?	Member Comments
10/7		10	10	7	8	10	My CU has always been top notch
0/7		10	10	8	8	10	
10/8		10	10	10	8	10	You guys bend over backwards, thanks!
10/9		10	9	8	8	10	
10/10		10	9	8	8	10	I like the friendly service, both in person and on the phone
10/19		9	9	9	1	9	I'm very impressed that your staff recognizes customers and addresses them by name!
10/28		9	9	9	7	9	
10/28		10	8	7	8	10	Please send me some information on your real estate loans.
10/29		10	8	10	8	10	
10/29		10	10	10	7	10	Thanks Cindy!
10/29		10	10	9	7	10	Good job. Keep up the good work.
10/31		9	9	8	2	9	
October Totals:	12	9.49	9.39	9.06	7.28	9.72	
September Totals:	11	9.42	9.23	8.96	7.13	9.38	
August Totals:	17	9.31	9.18	8.84	7.19	9.23	
Downtown Branch:	102	9.42	9.60	9.21	7.18	9.33	
Total Credit Union:	182	9.46	9.48	9.27	7.75	9.51	

Note: 10.00 is highest possible score.