

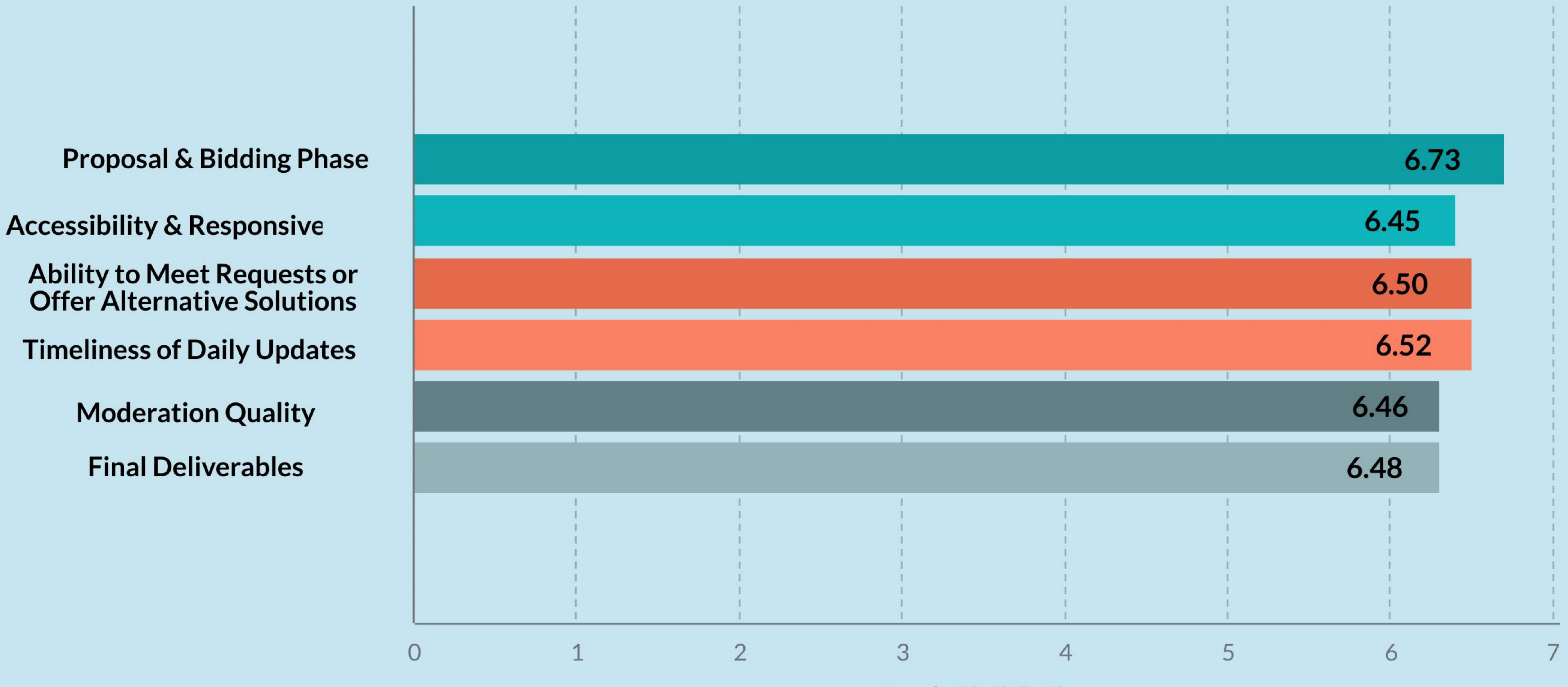
CLIENT SATISFACTION SURVEY RESULTS



At the conclusion of each and every project, we invite our clients to complete a satisfaction survey. This process enables us to keep a close watch on what Olson Research does well, and also where we may need to improve. Both the compliments and the constructive criticisms are shared with our fielding group so that we can celebrate our wins and grow from our occasional mishaps.

And, as the latest data proves, we do a lot of celebrating!

On a scale of 1-7, with 1 being not at all satisfied and 7 being extremely satisfied, please rate the following aspects of our partnership.



Please elaborate on any of the points above.

"Olson is the gold standard partner. Everything just seems to go so much more smoothly with you guys."

"Our project manager was one of the best I've worked with; she was organized and tried to anticipate issues that might come up."

It is always a pleasure to work with Olson Research. I work with different vendors and Olson's quality and client servicing is head and shoulders above what I have experienced with others."



"Working with Olson Research was a very smooth process. The team was very responsive and worked diligently to ensure our tight timelines were met."

"Overall it was a great team effort from Olson Research. They were on top of every request and went above and beyond to ensure project requirements were met."

"Very satisfied. Great working with this project manager and her team. Very professional and I would get email replies within seconds. I highly recommend Olson Research Group for survey based and other research needs."

*Scores and comments based on a total of over 200 of the most recently completed surveys through September 2020.

Contact Olson Research for your next marketing research project, and to be our next success story.

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