



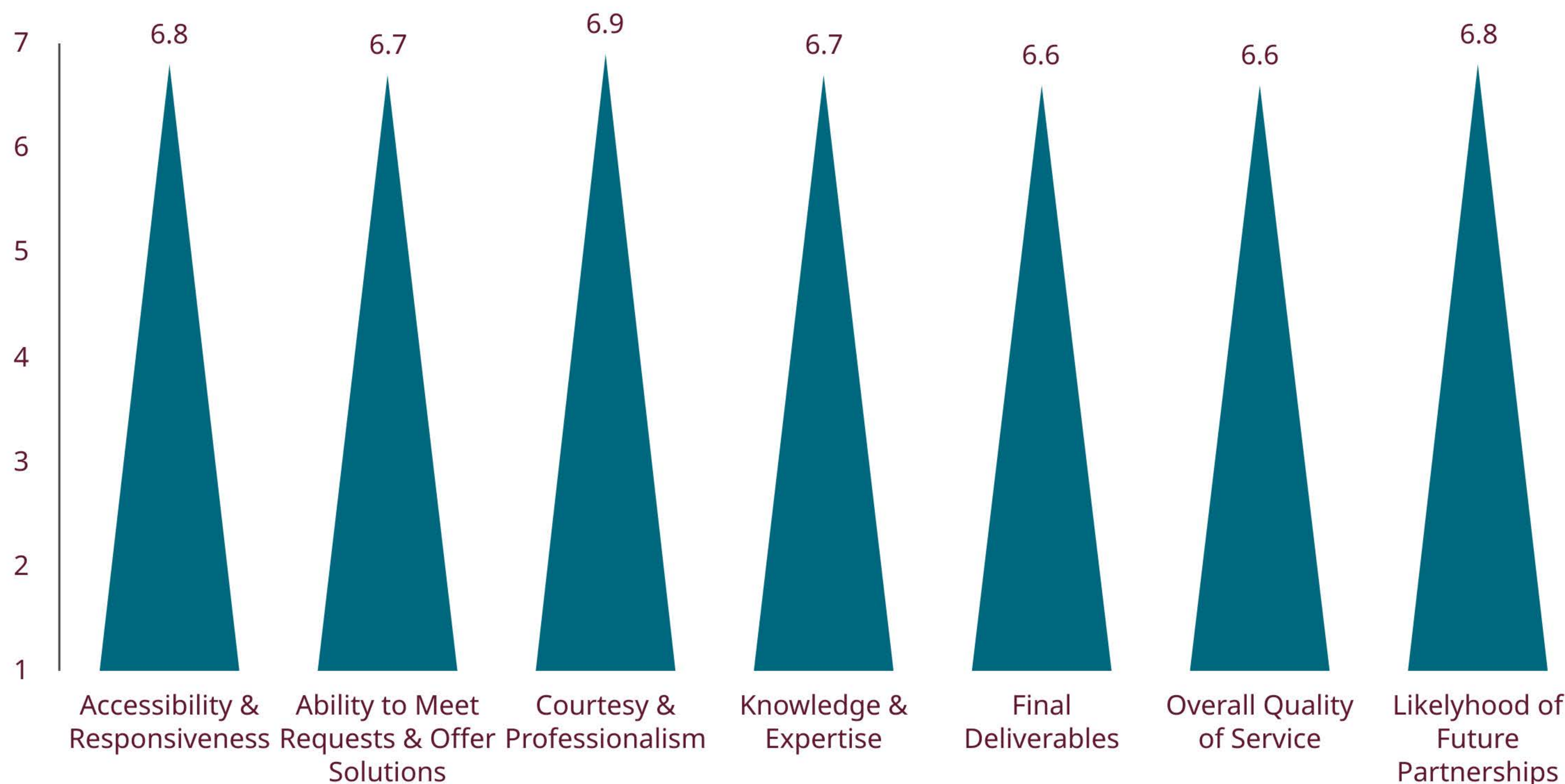
Client Satisfaction: The Results Are In!



At the conclusion of each 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 to better understand where there are opportunities for growth. Both the compliments and the constructive criticisms are shared with our fielding group so that we can celebrate our wins and continually grow and refine our service offerings.

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, our clients rated the following aspects of our partnership:



"My PM was an absolute rock star! I always felt like she was giving 100%"

"You truly helped us to understand the market and customer needs"

"This kind of commitment I haven't seen with other partners I've worked with before"

"You have been knocking it out of the park. Exceeding our expectations is an understatement"

"The client services team was extremely helpful with the advice we used to design the sample and screening questions, even during the bidding phase"

"You know your markets and have the correct contacts/KOLs to ascertain market trends, future direction and market needs. Working with you has helped support key business initiatives for our team"

"This project was executed perfectly by Olson from start to finish. It was by far the easiest and smoothest project we've done. I wish all projects could be this great!"

"The PM WAS FANTASTIC to work with on this project!! She was extremely responsive, buttoned-up, flexible and detailed. The quality of the respondents was much better than most of the recruits we get when working with other vendors AND they all showed up!"

"Thank you for going above and beyond (i.e. hitting 40% more completes than estimated.) You have been an excellent partner"

"We were very impressed throughout this project with your service, rapid turnaround time, and high quality of work. We couldn't be happier with the results"

"Your team has done a stupendous job on this study. You have gone above and beyond, which has resulted in the programming timeline being reduced considerably"

OLSON RESEARCH TEAM LEADS



Lynn Welsh
Chief Research Officer
lwelsh@olsonresearchcpa.com
609-851-1656



Erin Canuso
VP, Client Services
ecanuso@olsonresearchcpa.com
267-352-4963

The Premier Source
for Connecting with
Healthcare Professionals



olsonresearchgroup.com