



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 data continues to prove, 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:



"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!"

"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!"

"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"



"Our Project Manager was outstanding! One of the best I've ever worked with! And our clients were impressed with her as well. A big thanks to you and the team; the organization was impeccable. I think this is the first time I have personally had zero cancellations and all respondents already online ahead of me joining. Plus, the quality of the respondents was excellent!"

"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"

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

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

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