# Service Quality Survey

**IPFACE**

**VENTURE CENTER**

**For the period: Oct 2014 to Feb 2015**

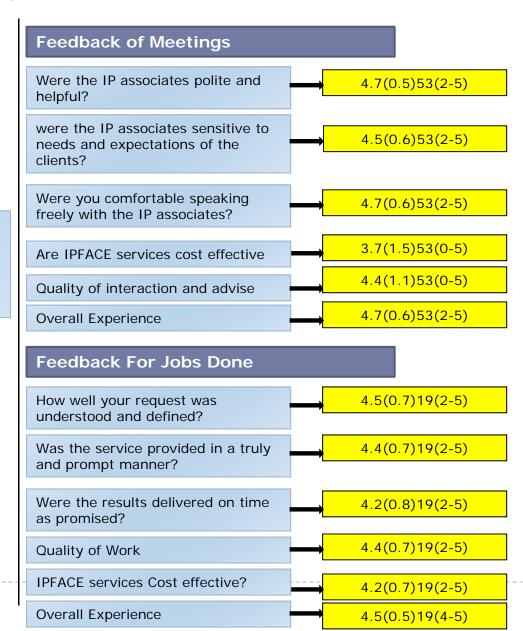Number of evaluations received for meetings:

■ 22

**Rating Scale**
1 = Poor
2 = Ok
3 = Average
4 = Good
5 = Excellent

How to use this evaluation:

■ Numbers are quoted in the order: **Mean (Std dev) Count (Min-Max)**

■ Standard deviation gives a feel for level of agreement/ disagreement in ratings.

Number of evaluations received for jobs:

■ 8

## Feedback of Meetings

| Question | Rating |
|---|---|
| Were the IP associates polite and helpful? | 4.7(0.5)53(2-5) |
| were the IP associates sensitive to needs and expectations of the clients? | 4.5(0.6)53(2-5) |
| Were you comfortable speaking freely with the IP associates? | 4.7(0.6)53(2-5) |
| Are IPFACE services cost effective | 3.7(1.5)53(0-5) |
| Quality of interaction and advise | 4.4(1.1)53(0-5) |
| Overall Experience | 4.7(0.6)53(2-5) |

## Feedback For Jobs Done

| Question | Rating |
|---|---|
| How well your request was understood and defined? | 4.5(0.7)19(2-5) |
| Was the service provided in a truly and prompt manner? | 4.4(0.7)19(2-5) |
| Were the results delivered on time as promised? | 4.2(0.8)19(2-5) |
| Quality of Work | 4.4(0.7)19(2-5) |
| IPFACE services Cost effective? | 4.2(0.7)19(2-5) |
| Overall Experience | 4.5(0.5)19(4-5) |

**Suggestions received**:

1. Very good
2. Awareness about NCL IP Associates
3. Interaction was good, hoping to use IPFACE services soon. Suggestion to start online forum or chat for queries/ questions etc
4. IPFACE website
5. All good
6. If IPFACE can help to get the clients for the product, it will be helpful
7. Need to meet few more times to understand perfectly
8. For startup/individuals 15K to 20K is on higher side
9. Overall nice discussion and suggestion for way forward. Thanks a lot
10. In general it is excellent cannot think of  it as of now maybe in future.
11. Use e-filing system for filing patents