

Client Satisfaction Agreement

Procasa is committed to total client satisfaction. We hold ourselves accountable to our clients to meet or exceed the commitments listed below. Upon completion of our assignment, we will ask for your feedback as a measure of our success.

	Expectations		
Client Name	Below	Meet	Exceed
BMO NB			Y
Professionalism			Y
<ul style="list-style-type: none"> • Deal with clients honestly and fairly • Maintain strict confidentiality at all times • Exercise professional independent thinking • Demonstrate high level of integrity at all times 			
Accountability		Y	
<ul style="list-style-type: none"> • Commit to taking ownership of our actions and tasks • Provide clear, concise, and timely communications during all project phases • Deliver solutions and services in a timely and responsive manner • Honour our commitments to clients 			
Quality		Y	
<ul style="list-style-type: none"> • Deliver appropriate resources and on-target solutions • Provide superior technical and project leadership • Thoroughly understand requirements and define a quality design • Test all development work and produce the required level of documentation 			
Dedication			Y
<ul style="list-style-type: none"> • Support and assist our clients, as if we are one of their own • Ensure service levels meet client expectations • Deliver quality solutions that meet client objectives • Follow up with clients to ensure we deliver on our promise 			
Partnership			Y
<ul style="list-style-type: none"> • Establish and maintain a culture of partnership and teamwork with our clients • Embrace client goals and objectives and make client issues our top priority • Facilitate transfer of knowledge and ideas from our team • Foster a positive and creative environment 			

Client Comments

Procasa development was very proactive and addressed issues quickly and efficiently.

Procasa team was very professional and dedicated to delivering on time, within budget and in a quality way.

Procasa Commitment

Client Feedback

Signature and Date

Signature and Date

Name and Title

Name and Title

