



## You Spoke, We Listened!

We want to thank each and every one of you for your participation in our recent customer satisfaction survey. This process has allowed us to collect important information in our continuing efforts to provide you with the best services possible. Our participation rate was more than double the industry standard—this is a testament to the relationships we have developed with you, and you with us. Be assured that our reputation for high quality customer transition and outplacement services is at the foundation of our expanding service offerings in Human Resources Consulting, Talent Management, Executive Coaching and Talent Acquisition.

At **94% favorable**, our customers stated that they would proudly recommend SSP BPI group; this is twenty-three percentage points higher than the National Customer Service Normative Benchmark data. Because of this result, HR Solutions Inc., our survey service provider, has acknowledged us with a “Best-in-Class” distinction for the services industry. Needless to say, we are very proud of this achievement.

Some additional highlights we collected through our Customer Satisfaction survey include

- **89%** of respondents responded favorably when rating SSP BPI group consultants and Coaches on **Professionalism and Knowledge**.
- **88%** of respondents responded favorably when rating their overall level of **satisfaction** with SSP BPI group.
- **84%** of respondents responded favorably to SSP BPI group’s **responsiveness** compared to other service providers when considering outplacement/transition services.
- SSP BPI group customers validated our networking initiatives within the HR community.
- Many customers complimented SSP BPI group’s **customer service** and described it as “**high quality**” and “**excellent**.”

While much of the data we collected was positive, we also gained some valuable insights. First we need to intensify communication to our clients who have purchased our outplacement/transition services. We want to ensure our clients are kept abreast of the satisfaction and success we have working with those individuals sent to SSP BPI group.

The second area of improvement will be to clarify our transition /outplacement offerings in locations across the country and across the globe. We have many exciting developments that we want to share with you. Finally, we need to increase our efforts to inform customers of the additional products and services that we offer in addition to our outplacement/transition offerings. Again, we are anxious to communicate this information to you.

We truly appreciate your candid feedback, and want you to know that we are listening. Please stay tuned for more new and exciting offerings and services to come from our company.

If you would like to comment, please contact us at [info@bpigroupus.com](mailto:info@bpigroupus.com).