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## 2011 Client Feedback – Americas Region

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### Client Delight

Over the summer of 2011 we surveyed 50 of our biggest North American-based clients, asking them to rate us against a number of key variables using a 4-point scale.

With respect to the **quality** of our work, 100% of clients surveyed said that they were either 'to a large degree' or 'completely' delighted.

With respect to the **impact** of our work in our clients' organizations, of those surveyed – 93% of clients were either 'to a large degree' or 'completely' delighted.

With respect to the **distinctiveness** we bring to our work, 91% of clients surveyed were either 'to a large degree' or 'completely' delighted.

With respect to the **expertise of our consultants**, 100% of clients surveyed were either 'to a large degree' or 'completely' delighted.

With respect to the **level of trust** clients have in their relationship with us, 100% of clients surveyed were either 'to a large degree' or 'completely' delighted.

### Comments made by clients during the feedback process:

"...YSC has been very flexible, willing to help, knowledgeable in its field – a great partner..."

"...the verbal feedback on recent assessments has been first class..."

"...a really great experience with very professional and knowledgeable staff..."

"...our consultant has been extremely flexible... diligent in his follow-up and on time with deliverables. He is a pleasure to work with..."

"...the work is of high quality. I like the emphasis on the relationship and YSC's flexibility. It doesn't feel like a hard sell. I trust both of the consultants I work with implicitly and the intellect and quality of their work is great..."

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