

StateFleet

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To Whom It May Concern



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In July 2004 StateFleet, a Business Unit of the New South Wales Department of Commerce commissioned a client satisfaction survey. The survey is an annual requirement as part of StateFleet's reporting to Treasury.

The survey was conducted by Mr Don Dunoon to our complete satisfaction. From our initial meeting with Don we had great confidence in his capacity to provide the high standard of analysis and reporting that we required to report to Treasury. Our aims in conducting the survey were understood by Don and were clearly reflected in the design of the survey document. It was the first time we had used an Internet based survey and we were very happy with the appearance and ease of use, which contributed to the greater-than-expected response rate. Clients were also followed up by telephone to further improve the response rate.

We received a comprehensive report that contained a concise executive summary supported by clear detailed analysis that addressed all of the issues we had identified in our brief, as well as verbatim comments from our clients that have enabled us to identify other areas for improvement. The report was of a high standard that we could present directly to Treasury. The report has also been utilised within Department of Commerce to provide senior management with a client perspective on StateFleet. It will have on-going use for StateFleet in progressively working through the issues identified by clients. The report was delivered on time within tight time constraints.

Paul James
Senior Manager Fleet Management Services
StateFleet