

Questionnaire for user survey

Introduction to the respondent

Dear [NAME OF RESPONDENT]

The objective of this survey is to get your assessment of the service you have received from Early Warning Denmark. Your feedback will help us improve the services offered to companies in the future.

Early Warning Denmark provides advise and support to companies in distress. The initial diagnosis and counselling process is managed by the EW DK business consultant. In some cases, a mentor and/or a lawyer will also be involved in the counselling process.

Your feedback will only be used for internal purposes and we will not publish any individual responses.

It takes approx. 5 minutes to complete the questionnaire.

Please contact [TITLE, NAME and EMAILADDRESS] if you have any questions concerning the survey.

Best regards,

Early Warning Denmark

Questionnaire

1. How satisfied or dissatisfied are you with the services provided by Early Warning Denmark?

- A. Very satisfied
- B. Somewhat satisfied
- C. Neither satisfied nor dissatisfied
- D. Somewhat dissatisfied
- E. Very dissatisfied

Please feel free to provide comments

2. What do you think will be the likely outcome of your collaboration with Early Warning Denmark?

- A. The company will overcome the crisis situation and continue its operations
- B. I will close down or sell the company
- C. The company will be declared bankrupt
- D. Other expected outcome, please specify...



3. How satisfied or dissatisfied are you with the services provided by the EW DK business consultant?

- A. Very satisfied
- B. Somewhat satisfied
- C. Neither satisfied nor dissatisfied
- D. Somewhat dissatisfied
- E. Very dissatisfied

Please feel free to provide comments

4. How satisfied or dissatisfied are you with the EW DK business consultant in terms of...

	Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied
His/her ability to provide an overview of the situation?					
His/her ability to understand your situation?					
His/her eagerness to help identify potential solutions?					
His/her reaction time?					
His/her commitment to plans and agreements?					

5. Do you have any additional comments concerning you contact and dialogue with the EW DK business consultant?

6. Have you been matched with a mentor as part of the counselling process?

- A. Yes
- B. No



7. How satisfied or dissatisfied are you with your collaboration with the mentor?

- A. Very satisfied
- B. Somewhat satisfied
- C. Neither satisfied nor dissatisfied
- D. Somewhat dissatisfied
- E. Very dissatisfied

Please feel free to provide comments

8. How satisfied or dissatisfied are you with the mentor in terms of ...

	Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied
His/her ability to understand the situation of the company?					
His/her ability to understand your situation?					
His/her eagerness to help identify potential solutions?					
His/her involvement and commitment?					
His/her competences and experience?					

9. Do you have any additional comments concerning you contact and dialogue with the mentor?

10. Have you received any assistance from a lawyer as part of the counselling process?

- A. Yes
- B. No



11. How satisfied or dissatisfied are you with the assistance from the lawyer?

- A. Very satisfied
- B. Somewhat satisfied
- C. Neither satisfied nor dissatisfied
- D. Somewhat dissatisfied
- E. Very dissatisfied

Please feel free to provide comments

12. How satisfied or dissatisfied are you with...

	Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied
The meeting with the lawyer?					
The lawyer's ability to understand your situation?					
The lawyer's eagerness to help identify potential solutions?					

13. Do you have any additional comments concerning you contact and dialogue with the lawyer?

14. 13. Are there any important issues or questions that were not sufficiently addressed by the EW DK business consultant, the mentor or the lawyer?

15. Would you recommend Early Warning to other companies in distress?

- A. Yes
- B. No

Please feel free to provide comments

16. Do you have any other comments or suggestions for improvement?

Thank you very much for your feedback!

