

SATISFACTION TARGETS AND RESULTS

SIS asks customers to respond to a set of statements measuring

Timeliness	<i>SIS provides prompt responses to my needs</i>
Quality	<i>SIS provides high quality services</i>
Delivery	<i>SIS delivers professional services</i>
Access	<i>SIS is easy to contact</i>
Information	<i>SIS explains it's service clearly</i>

Customers could respond on a 5 point scale - Strongly agree to Strongly disagree

SIS aims, year on year, to equal or better the % of respondents who agree or strongly agree

	TIMELINESS	QUALITY	DELIVERY	ACCESS	INFORMATION
2006	94%	97%	90%	91%	90%
2009	100%	100%	95%	95%	91%
2010	98%	100%	95%	89%	86%
2012	100%	100%	100%	96%	100%
2015	95%	97%	96%	90%	87%
2016	90%	100%	100%	90%	90%
2017	80%	92%	93%	88%	82%
2018	91%	96%	98%	95%	95%
2019	95%	98%	98%	98%	93%
2021	95%	91%	95%	91%	95%
2024	91%	93%	98%	88%	93%

Comparative Satisfaction Levels

