



# WoAG Travel Advice 2016/20: QBT Customer Satisfaction Survey

**Date of issue: 4 August 2016**

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Dear Entity Travel Manager,

On 11 August 2016, WoAG Travel will release the 2015/16 QBT Customer Satisfaction Survey (Survey). The Survey is being used to measure performance of the Australian Government's Travel Management Services provider, QBT Pty Ltd (QBT).

## **Purpose of the Survey**

WoAG Travel is undertaking this Survey to assess entity satisfaction with QBT. The Survey asks respondents to consider QBT's service delivery, professionalism, data and reporting and management of your entity's travel requirements for the period 1 July 2015 to 30 June 2016. Entity responses will assist WoAG Travel to evaluate QBT against the Service Levels and Performance Targets specified in the Deed.

Entity participation in this Survey is extremely important. The responses will provide invaluable feedback on QBT's performance. WoAG Travel strongly recommends that you encourage all of your colleagues involved in the booking and management of official travel to complete the Survey. Please note that this Survey does not ask respondents to consider the performance of WoAG panel airlines or other WoAG Travel providers.

Responses to the Survey are confidential. However, at the end of the Survey, respondents may voluntarily record their name and contact details which will be used by WoAG Travel to follow-up on topics or issues of particular concern, or specific travel bookings where further investigation is requested. Issues will not be escalated to QBT unless the respondent permits WoAG Travel to do so.

## **IT Requirements**

The Survey will be conducted using a survey tool provided by *Web Survey Creator*. Please arrange with your IT area to have the following website 'white-listed' (authorised) for use by your entity, if this is not already the case. We understand a number of entities currently permit use of the tool. WoAG Travel will issue an email inviting you to complete the Survey. Access the Survey by clicking the link contained in the email. This email can simply be forwarded to others in your entity.

**Website:** <http://www.websurveycreator.com/default.aspx>

## **Survey Closing Date**

The Survey will remain open for three weeks (15 business days). Thursday 1 September will be the last day that responses can be lodged. As noted above, responses to the Survey will be kept confidential and only viewed by WoAG Travel unless authorised for release to QBT.

Please contact the WoAG Travel team if you have any questions or require further information.