

Firm's References

Relevant services carried out over the last five years
that illustrate the firm's capability
(to be prepared by each firm in a consortium)

Assignment title: Customer Service and Satisfaction evaluation

Country of assignment: Macedonia

Name of client: EVN Macedonia

Address of Client 11 Oktomvri 9, Skopje

Client Reference contact: Dijana Stankoska, Customer relations officer, dijana.stankoska@evn.com.mk

Start Date: 09/2009

Contracted completion date: 02/2010

Actual or estimated completion date (if on-going): [month/year]

Value of services: 42.500 EUR

Total number of expert months : 6 months

Name of associate consultant(s): MSc Slave Mladenovski

Number of staff months of experts provided by associated consultant(s): 2 months

Description of actual services provided by your firm:

Evaluation of the Customer satisfaction from the services provided by EVN, by conducting 11.000 surveys both residential and corporate, using 17 questioners, depending of the specific customer profile/contact with the company. Evaluation of the customer service through 500 mystery shopping visits in the EVN points of contact. Detailed analysis of the results and delivering a integrated report with the findings of all research activities, providing the client with the invaluable insight in customer perception and relationships in order to undertake necessary measures for improvement.

Experts provided by your firm:

Number of experts: Head of research, Head of mystery shopping department

Number of expert months: 6 months

Name of Project Director/Team Leader/Lead Expert:

Mr. Igor Andrievski- Project Director; Mr. Slave Mladenovski - Research expert, Ms.Katerina Kotlareska - Mystery shopping expert

The above information was prepared on: 05.03.2012

Firm's name: MRP-EURASIA, office in Macedonia

Authorised representative of firm:



signature

05.03.2012

date

Mr. Alex Trotiuc

Name in full