



Assessment of Service Quality

ASQ Interview Template



Building a better
working world

Date/Time of Interview:

Location (Country):

Client:

Job Function:

Interviewee:

Title: _____

Economic Buyer? Y N

EY Alumni? Y N

ASQ Executive:

Ultimate Duns:

Engagement Partner:

Account team members to receive a copy of the feedback:

Service Line/Sub-Service Line: __Assurance, Advisory _____

ASQ Executive's rating: Low Medium High

Opportunity? Y N

Level	Definition/Action	Responsibility
Low	Continue relationship and service quality activities as usual	(G)CSP, Account team
Medium	Action needed to address potential risk or opportunity	(G)CSP, Account team, Senior Advisory Partner or Region leadership depending on the circumstances
High	Immediate action needed to address significant risk or opportunity	(G)CSP, Senior Advisory Partner and/or Region leadership

ASQ Executive's point of view:

Action Step

Owner

Timeframe

N/A

Client Feedback - prior expectations:

Performance against expectations: Exceeded Met Missed

Impact:

See below.

Future expectations:

Feedback from other questions asked:

Recommendation Score: How likely are you to recommend EY to a colleague or friend? _____
(Insert number based on scale of 0 — Never to 10 — Always or NA for Not applicable)

Why? How can we improve?

Relationship status: Is your relationship with EY

better the same worse compared to a year ago? NA for Not applicable

Why? How can we improve?

Overall do you feel that EY delivered Exceptional Client Service – and was connected, responsive and insightful?

Is there anybody in particular you felt demonstrated this? If yes, can you please provide specific examples? If no, please provide further insights?

EY | Assurance | Tax | Transactions | Advisory

About EY

EY is a global leader in assurance, tax, transaction and advisory services. The insights and quality services we deliver help build trust and confidence in the capital