



Data Management & Statistical Analysis

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**Senate House
Wits University
2050**

05 March 2017

CUSTOMER SATISFACTION SURVEY.

Productivity SA is established in terms of the provisions of section 31 of the Employment Services Act, No 4 of 2014 with a mandate to promote employment growth and productivity, thus improving South Africa's socio-economy development and economic efficiency. The Entity offices are in Midrand and two regional offices in Kwa-Zulu Natal and the Western Cape Province.

The vision is to lead and inspire a productive and competitive South Africa. Productivity SA Mission to improve Productivity by diagnosing, advising, implementing, monitoring and evaluating solutions aimed at improving South Africa's sustainable growth, development and employment through increased competitiveness.

This letter serves to confirm that DMSA was contracted by Productivity to conduct its customer's satisfaction surveys in 2012 and 2014

DMSA was very competent and demonstrated highest levels of professionalism during the execution of the project

They delivered quality output and kept to agreed timelines

We would gladly recommend them to any other organisation with similar needs

Yours Sincerely



Manager Marketing

BOARD MEMBERS: Mr M. Mdwaba (Chairperson); Mr M. Mothiba (CEO); Mr N Vermeulen; Ms I. Phaladi; Mr N Mbongwe; Ms L. Reddy; Ms E. Tloane; Ms J. Vass

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