

**RMDS**

**2016  
Customer Satisfaction Survey**

**Analysis**

# 2016 Customer Satisfaction Survey - Analysis

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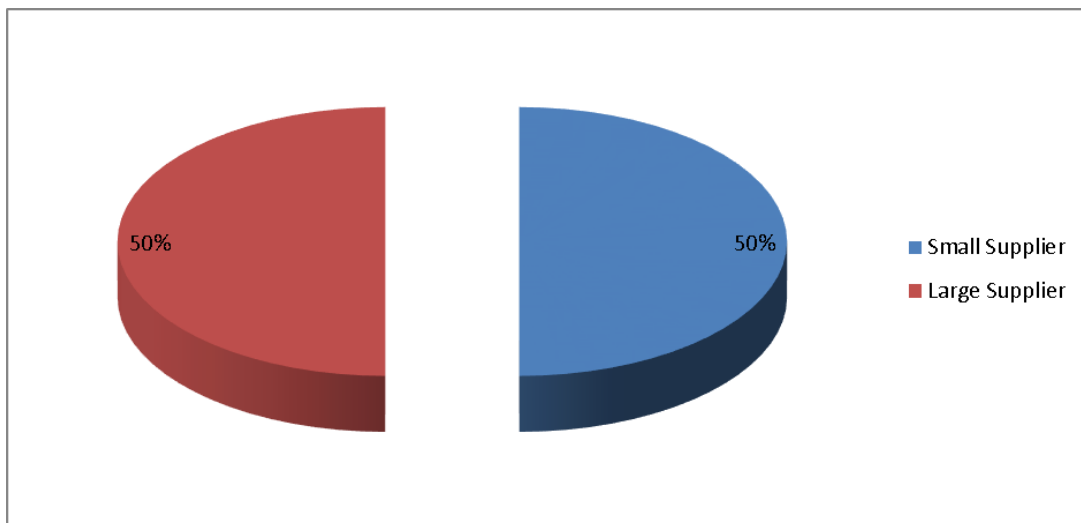
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# 2016 Customer Satisfaction Survey - Analysis

## General

This report is to be read in conjunction with the full results report published on the RMDS website [www.rmdservice.com](http://www.rmdservice.com)

There were 12 valid responses received this year compared to 13 in 2015. This year there were no responses from either a Self-Supplier or and Export Only Supplier. The respondent split 50:50 between Small and Large Suppliers.



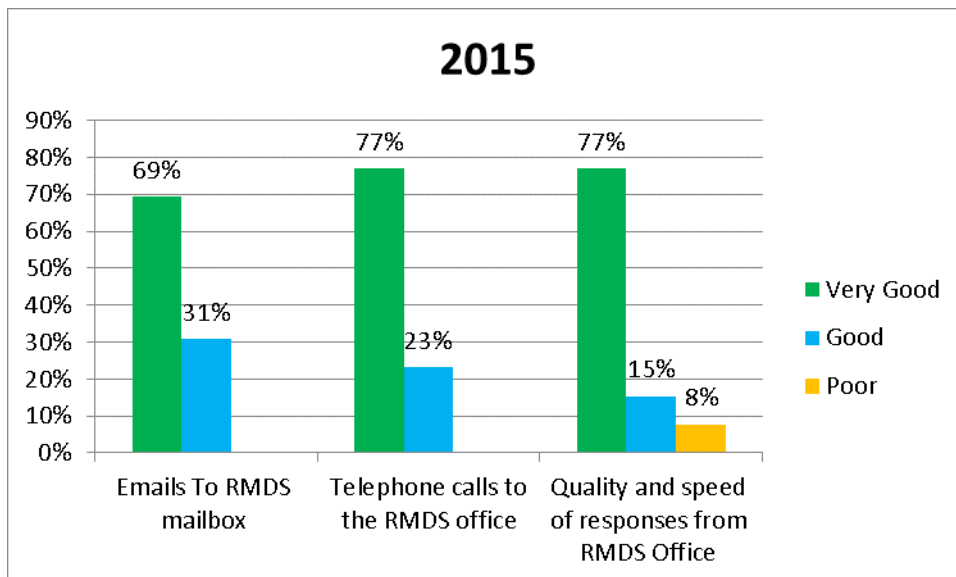
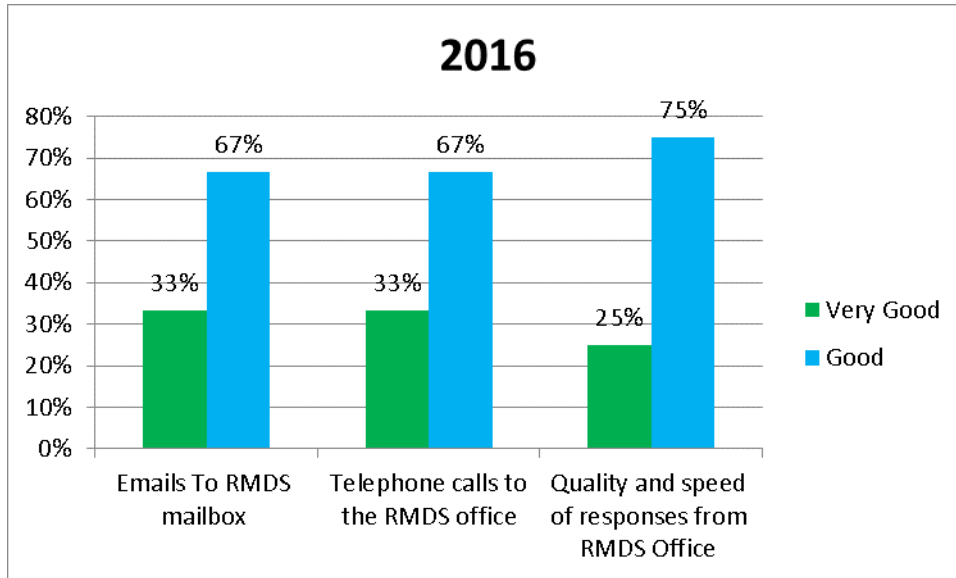
At the March 2017 IGG all MPs were asked to respond and provide feedback on what questions the market should be asked re RMDS services. None were offered.

# 2016 Customer Satisfaction Survey - Analysis

## RMDS Services

- There was a shift in scoring from Very Good to Good this year compared to 2015 when MPs were asked (Q3) to rate the service they get from the following:-

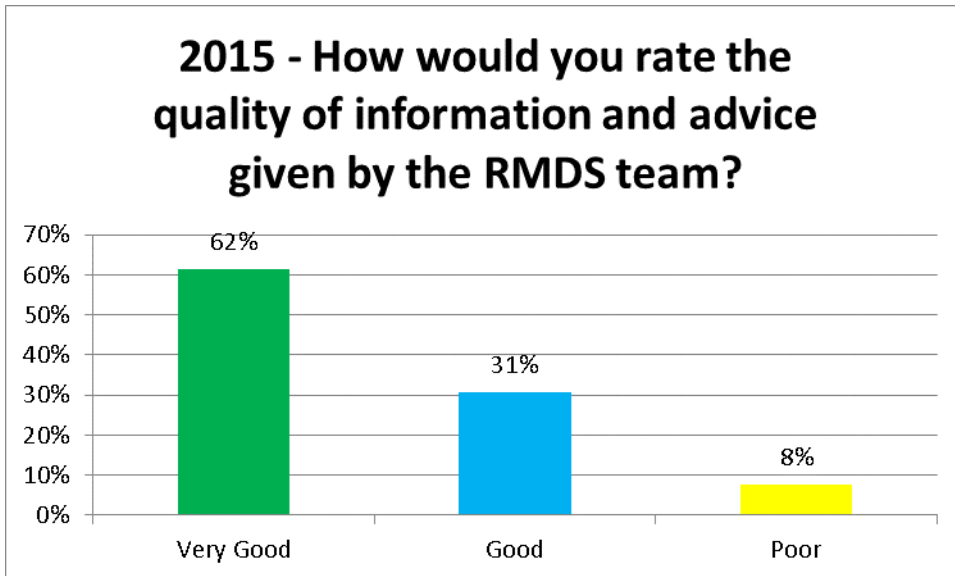
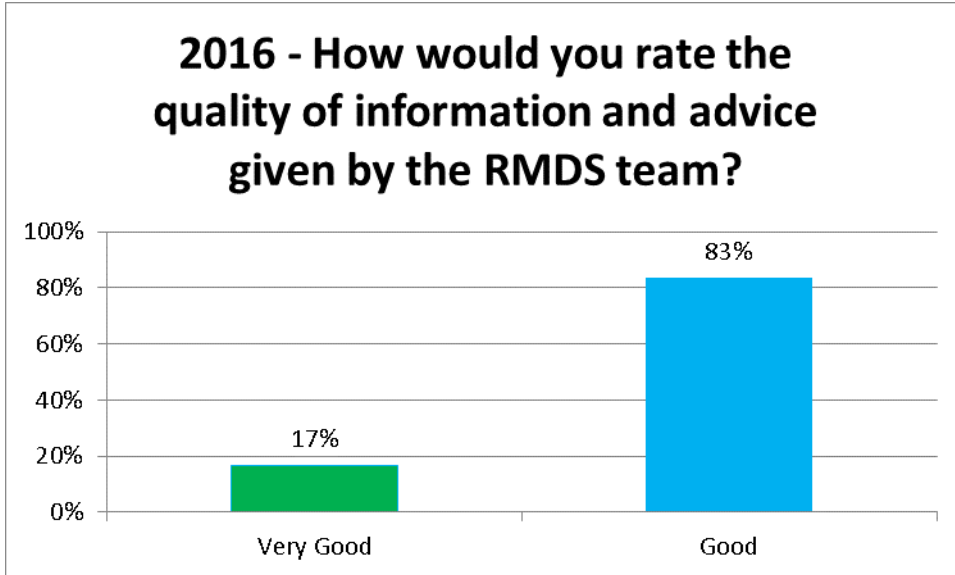
Scores this year were all either Very Good or Good with no Poor score recorded.



# 2016 Customer Satisfaction Survey - Analysis

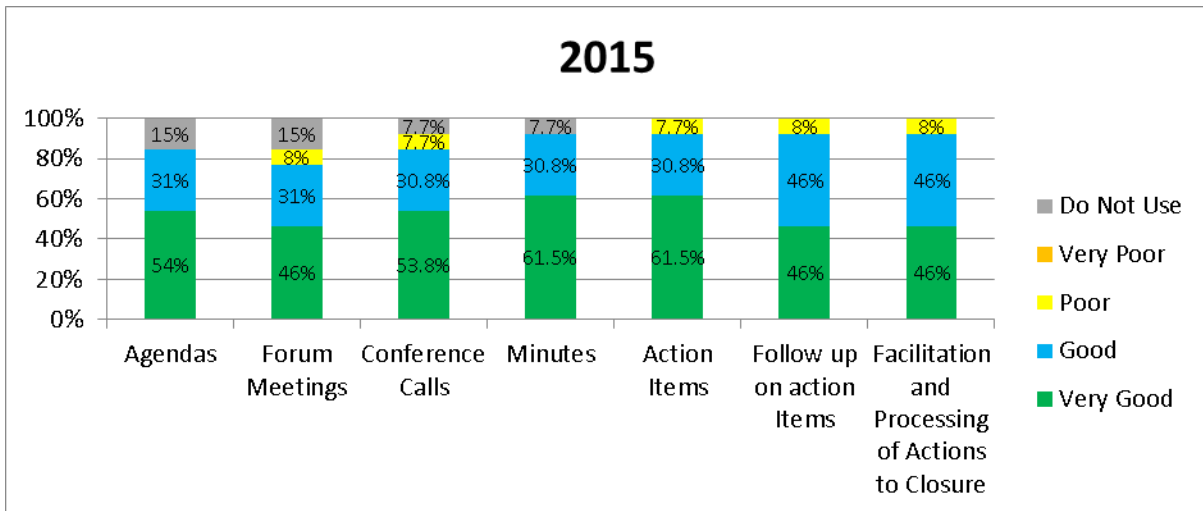
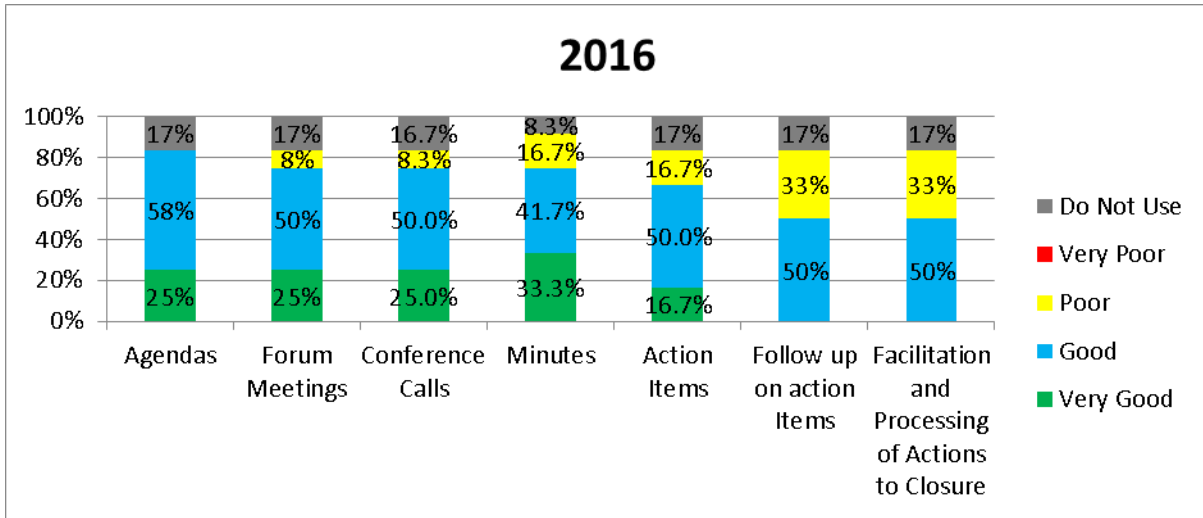
- There was a shift in scoring from Very Good to Good this year compared to 2015 when MPs were asked (Q4) to give us your rating for the following items.

Scores this year were all either Very Good or Good with no poor score recorded.



# 2016 Customer Satisfaction Survey - Analysis

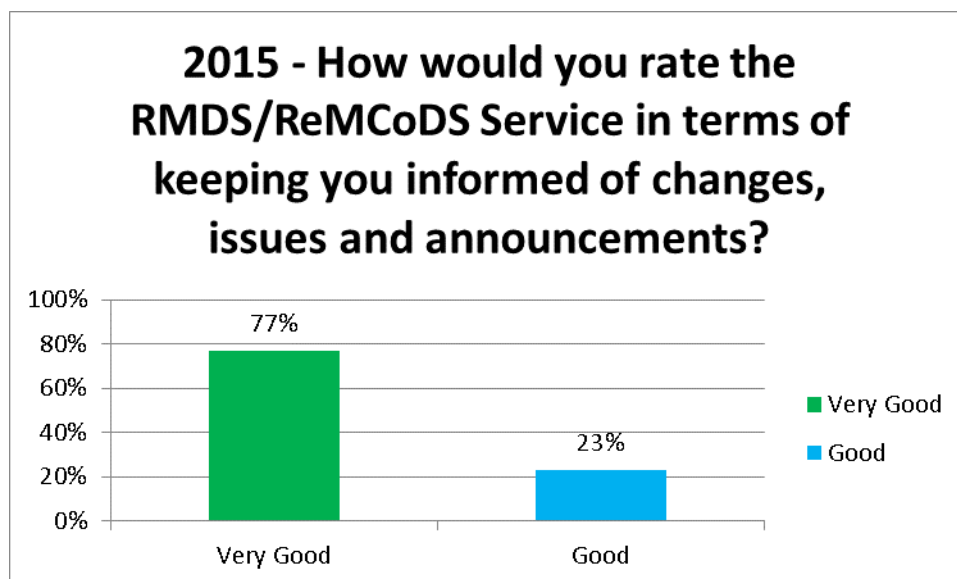
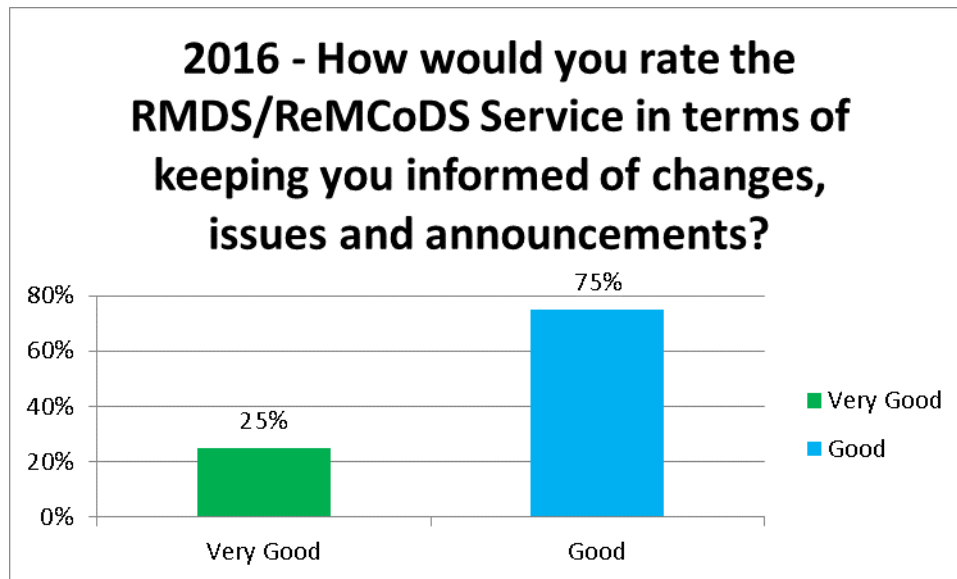
- There was a shift in scoring from Very Good to Good this year compared to 2015 when MPs were asked (Q5) to rate the secretariat function provided by RMDS.



## 2016 Customer Satisfaction Survey - Analysis

- There was a shift in scoring from Very Good to Good this year compared to 2015 when MPs were asked (Q7) to rate the secretariat function provided by RMDS.

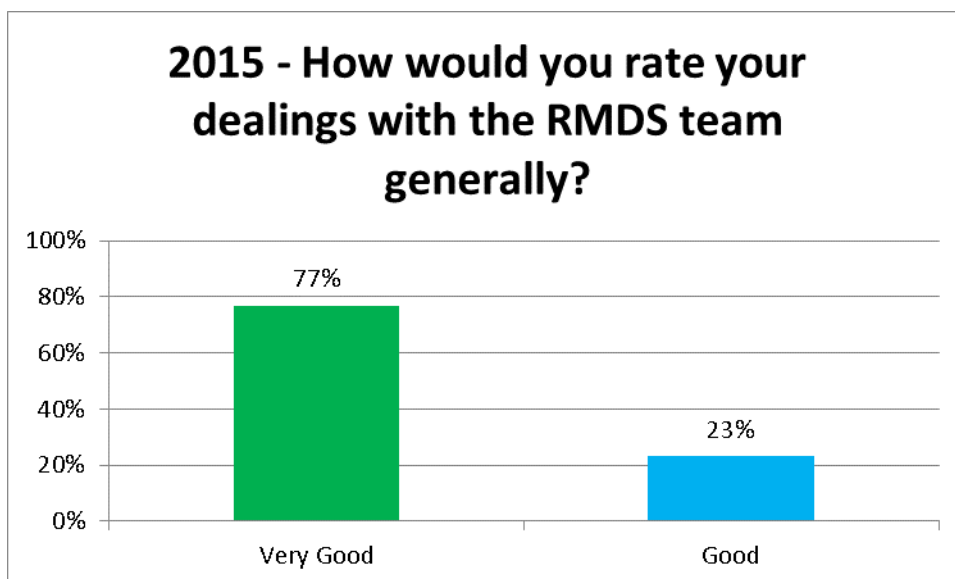
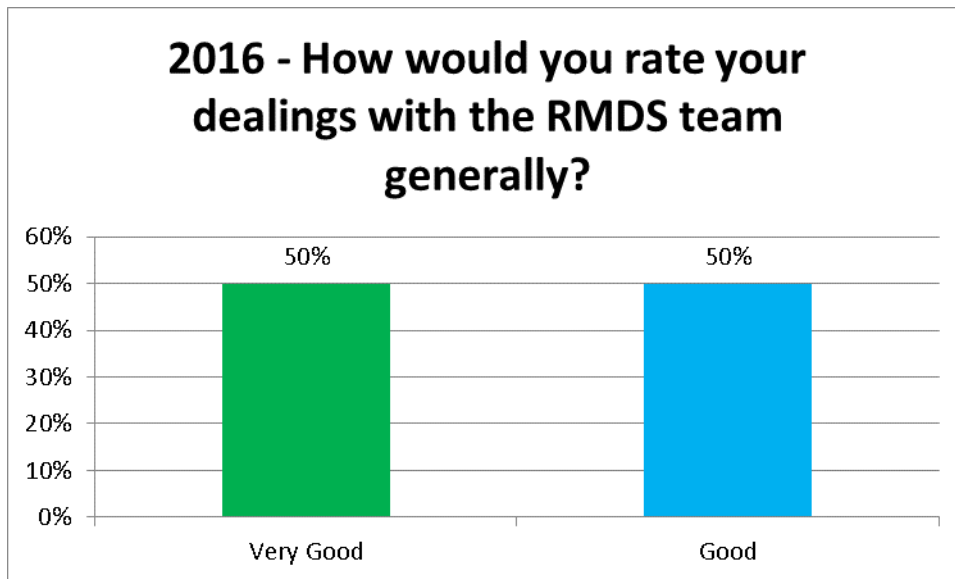
All scores were either Very Good or Good.



## 2016 Customer Satisfaction Survey - Analysis

- There was a shift in scoring from Very Good to Good this year compared to 2015 when MPs were asked (Q8) to rate their dealings with the RMDS team generally.

All scores were either Very Good or Good.





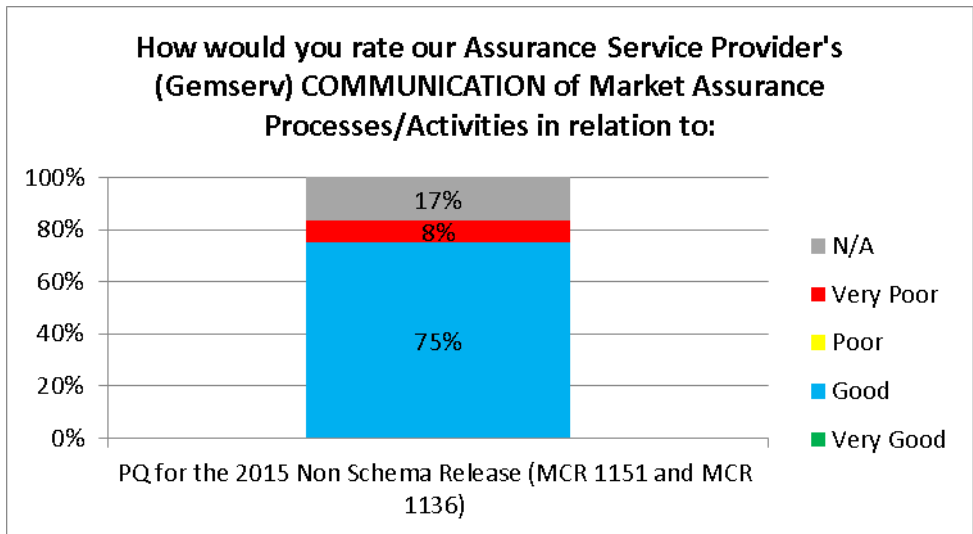
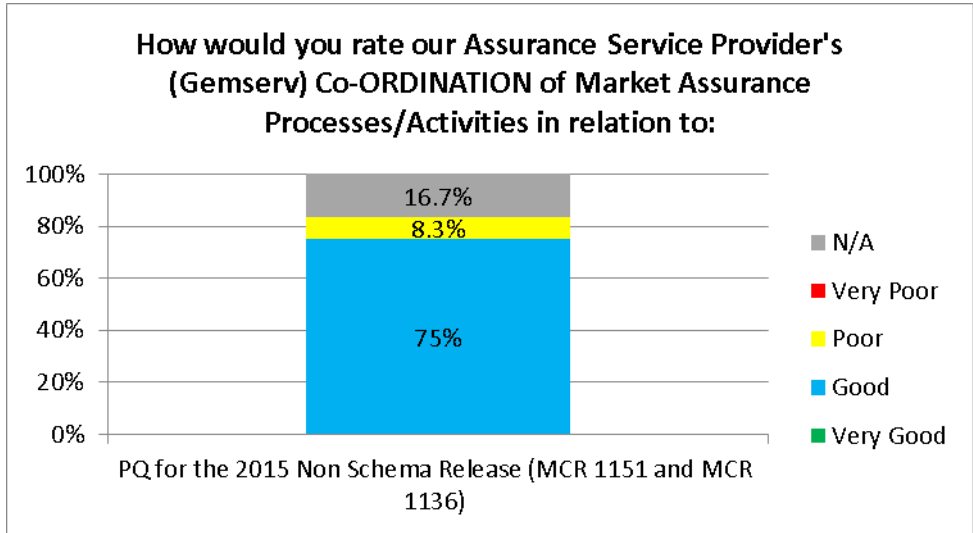
## 2016 Customer Satisfaction Survey - Analysis

- There was a 16% drop in satisfaction with the amount of time documents are posted to the RMDS website (Q10) in advance of the IGG meeting with MPs commenting below.
  - *We'd like to see the presentations uploaded one week in advance also; this includes CER & ESNB presentations.*
  - *10 days*
  - *For the most part, this is dependent on the level of detail.*
  - *28 days*
  - *2 Weeks.*
  - *Often documents are not received in time, contrary to the statement above. there should be a rule that only items sent a week in advance can be discussed unless by exceptional approval of the forum on the day. it should be noted that all forum participants can be assumed to be busy with BAU and sending important documents a day or two before consideration at the forum is discourteous.*
  - *Not all documents are uploaded a week in advance. it would be good if all contributors presented their slides one week in advance, not just the core presentation.*

# 2016 Customer Satisfaction Survey - Analysis

## Market Assurance

- This year our Assurance Service provider received scores of Poor for Co-ordination and Very Poor for Communication whereas last year they scored either Very Good or Good.



# 2016 Customer Satisfaction Survey - Analysis

## Market Design

- One MP was dissatisfied with the rate at which a DR was progressed.
- 92% of MPs rated RMDS either Very Good or Good in terms of its role and expertise during the LTCA Workshops.
- 8% (1) of MPS scored RMDS Poor during the MMR and Schema Release in 2016.
- Scores for RMDS during the Prioritisation Exercises suffered in 2016 compared to 2015 with a lot of MPs commenting on the results negatively.
  - *Turned out to be a pointless exercise and wasted many MPs time considering the outcome*
  - *We note that the prioritisation was essentially decided by ESN after the industry had prioritised on the assumption that if any further changes were proposed that the industry would be further consulted. this brings the process into disrepute and it needs to be reviewed.*
  - *It appears that the prioritization exercise as a determinant of preference works well. The issue appears to be with the larger schema/non schema release process and regularity of process. the meetings.*

## RMDS Website

- 92% of MPs rated the content of the RMDS Website either Very Good or Good with one MP rating the RMDS website content poor.
- One MP rated the navigation of the website Very Difficult whereas 75% scored the site either Very Easy or Easy
- 83% of MPs rated the speed that the RMDS Website is updated either Very Fast or Fast. 17% said the updating was Slow.
- MPs did not rate the Ease of Registration to the Private Website high.
- Whilst the scoring for increased use of the Private Website was generally high one MP commented:- Private site should be used sparingly and where clear justification has been established and agreed for its use in particular circumstances.
- There were increases in the response for Do Not Use for the Eligible Customer Files and the other files available from the SFTS.
- One MP would like to be able to have better categorisation of the status of change requests on the website:- *The search functionality for change requests could be improved. Would like to be able to search under the status of changes such as those implemented/ on hold/ scheduled etc and by initiator*

# 2016 Customer Satisfaction Survey - Analysis

## Reporting on Survey Actions from 2015 Survey

### Conference Call Participation

- New Protocol introduced for attendees on the IGG Conference Call.

### More Explicit Action Items

- For 2016 more detail was added to the Actions.

### Decision Making Process

- Investigate if the decision making process can be optimised in any way to become more efficient and quicker.

This wasn't completed in 2017.

### Ensure all documentation from IGG Forum Contributors is provided to RMDS at least 1 week before the Forum Meeting

- This was too ambitious a target set by RMDS and was unachievable apart from DRs and MCRs.
- RMDS reverted to the original SLA target of 2 days set for it by the CER.
- Overall compliance achieved with the 2 day in advance SLA was 67%.

