

## *Client Satisfaction Assurance*

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At The Compass Group we are always looking for ways to better pursue our mission “to build the capacity of our clients to successfully raise more money.” Along those lines, we recently created the Client Satisfaction Assurance (CSA) process. CSA further sets us apart from other consulting firms by formalizing an unparalleled level of accountability and increasing accessibility to our clients.

Compass is committed to meeting the unique needs of each of our clients. CSA ensures client success by promoting participative listening, consistent communication, engaged involvement and client-consultant synergy. With a focus on the following service goals, we create frequent opportunities for our clients to provide feedback in a confidential forum:

- **Reliability**—Our service is dependably and accurately delivered as promised.
- **Impact**—Our service builds long-term capacity.
- **Responsiveness**—Our service is designed to meet evolving client needs.
- **Assurance**—Our service engenders the highest level of trust and confidence.
- **Individualized Attention**—Our service reflects a commitment to our client’s organizational mission.
- **Overall Ranking**—Our service exceeds expectations.

To encourage full disclosure, CSA is a confidential process that is implemented through a partnership with a third-party consultant. This process includes:

- Client Introduction and Orientation
- Compass Service Review
- On-site Visit and Interview

Information gathered through this process is summarized and presented to Compass for review, analysis and follow-up.

Compass is committed to working with sensitivity and integrity as we pursue excellence in service for each of our clients. We commit our very best to you.

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*“I’ve always been impressed with The Compass Group for the quality of service they provide to their clients. They don’t just hand you a manual and say ‘Go raise money.’ They work with each client to ensure the fundraising program fits their specific needs, and they modify the plan as they go along. The personal attention they offer is beyond what you find at other companies, as is their commitment building an institution’s fundraising capacity.”*

—Patty Carocci, Assistant Head of School, Sidwell Friends School

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