



CASE STUDY

Beta Customer Acceptance Testing

An accurate assessment of customer satisfaction was developed with key areas of improvement highlighted. The company was provided with detailed data across many dimensions covering customer environments, behavior, quality expectations, and usage volumes.



The Client

The client is a publicly-held printing company that is entering into a new product area with a quickly expanding, diverse customer base.

The Issue

The company hoped to better understand exactly how customers used their products and what specific factors drove customer satisfaction and dissatisfaction. There was a need to calibrate their understanding of end user requirements and expectations within the company. The client needed a complete behavioral study of their customers' interactions with the product, from setup through learning and use. They also needed to compare existing products against future products that were planned or in development.

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The Solution

First, QualityLogic determined the customer profile that would best represent the targeted customers. Potential subjects were interviewed. Final study participants were then selected, and products were distributed to them.

Over several months, QualityLogic engaged the customers to understand product usage, customer satisfaction and dissatisfaction. Numerous surveys were collected, and visits were made to see how the products were setup and configured. Troubleshooting was conducted in order to determine the root cause of any problems.

QualityLogic gathered numerous output samples and collected feedback to gain an understanding of a broad spectrum of customer usage data including:

- Where customers purchased media
- Why certain media was selected
- What software applications were used
- What types of documents were printed
- What drove quality expectations

The Outcome

QualityLogic placed dozens of products and built an effective relationship with the customers. Participation rate was high throughout the study. An accurate assessment of customer satisfaction was developed with key areas of improvement highlighted. The company was provided with detailed data across many dimensions covering customer environments, behavior, quality expectations, and usage volumes.

For More Information

Visit www.QualityLogic.com or call +1 208-424-1905