

The QUANTIFY International Consultancy Service

For clients outside the United Kingdom

Employee Satisfaction Surveys

Client / Customer Satisfaction Surveys

360° Feedback systems

Electronic communication

Modern communication is such that we often complete a project without ever meeting our client face to face. Using email with attachments, and discussions on the telephone or Skype, we can negotiate, plan, execute and deliver a survey without the need for physical meetings.

This means that although we are based in London, in the United Kingdom, we can help you wherever you are in the world. Here's how it works.

Engaging QUANTIFY

Just like someone in the UK, you email us or call to inquire about our helping you with a survey project.

Proposal

Either by telephone or through an exchange of emails, we advise and agree with you on exactly the services you might need. We then prepare and send a proposal as an attachment to an email. Often the proposal is still based on a certain amount of guesswork.

If you are able to fill in some gaps, or correct any of our guesses that you know weren't what you intended, you tell us and we revise the proposal.

When you are content that the proposal represents the services you wanted, and you decide to go ahead, you email to ask us to work with you on the project and provide the services described in the proposal.

Service

Our International service is exactly the same as it would be for a UK client, excepting that meetings are conducted electronically, rather than by physically gathering in a room. We usually do this via Skype™ where our name is quantifyLtd. Skype is cheap and simple to use, and provides for video calls if required. Alternatively, we can dial into any other conferencing service you choose to use.

If you feel that a face to face meeting is preferable, then we can travel to meet you but the cost of our time and travelling and subsistence would be added to your bill.

If the development of your questionnaire requires one or more focus groups to be conducted locally, we will instruct a local consultant to provide this service.

Languages

Your questionnaire will be developed in English but you may need it to be available in one or more local languages. We can arrange for translation and if we are aware of the need at proposal stage, we will have included the fee for this.

Our web survey platform can handle any language which uses a Western (Roman alphabet-based) script but we can't host surveys in other scripts.

We will agree with you the language to be used in the survey outputs. This will normally be English.

Administration

Informants can access a survey on the web from anywhere in the world. If paper administration is required, we provide an International Business Reply Service envelope to allow informants to send their responses back to us in the UK post free, and without searching for an envelope.

Fees

Fees for our International service are the same as those for clients within the UK.

VAT

If you are registered for VAT in an EU country outside the UK and provide your VAT registration number, we do not need to add VAT to your bill. If you are not registered, or don't provide your registration number, we must add UK VAT to your bill.

If you are in a country outside the European Union, we do not need to add VAT.

Payment

We can accept payment via PayPal, or through direct transfer to our UK Sterling bank account.

While most clients are content to pay promptly for services delivered, we have very occasionally had problems getting payment from a client for services delivered entirely in accordance with their instructions. It is very hard to enforce a debt in another country so we need to keep our risk small. We recognise that you may also feel that it will be hard for you to get redress if you pay us and we fail to deliver what we promise.

Expenses

We require payment in advance to cover costs we have to pay to suppliers on your behalf, or in order to provide our service to you. These costs might include printing, mailing, postage, web hosting for a web survey, or possibly buying a list of people to contact on your behalf.

Fees

To reduce the risk for both of us, we will require payment of our fees in small stages through the project. This means that you see progress as you pay for it and we receive payment as we go. The invoicing and payment plan we suggest will depend on the nature and the duration of your project but it may be one of the following:

Stage payments

- Stage 1 payment: On award of contract
One third of the initial estimate of the total project fee.
- Stage 2 payment: On publication of survey (distribution of questionnaires)
One third of the revised estimate of the total project fee.
- Final payment: On delivery of all agreed deliverables
The total actual project fee, less previous stage payments.

Periodic payments

We invoice you for a nominal initial payment on award of the contract.
Then we invoice at the end of each week / fortnight / month during the course of the project for work completed to date.
At the end of the project, we invoice for any work not already included on invoices, and reduce the fee payable by the amount of your initial payment.

We will be pleased to consider any different plan you may wish to propose.

In any event, we will require payment within 7 days from invoice and we will suspend work while any invoice is outstanding.