

Name of practitioner
Name of class
Name of event

N.Majerus
 LPD. The Goodyear Case Study
 I Russian Congress

Feedback forms collected **out of**

Representativeness of sample

62%

Nº	Measurement	Weight	Average customer score	1	2	3	4	5	Weighed score	Comments and suggestions
1	Quality of theory	15%	4.87	0	0	0	3	20	14.61%	1. Would like deeper knowledge 2. Very interesting
2	Quality of practical exercises	25%	4.83	0	0	0	4	19	24.13%	1. Very understandable 2. The most interesting things
3	Satisfaction with the achieved practical result	30%	4.62	0	0	0	8	13	27.71%	1. I could have missed something 2. I learnt something new
4	Trainer's delivery and teaching skills	15%	5.00	0	0	0	0	22	15.00%	1. Very well organized delivery
5	Quality of handout materials	8%	4.77	0	0	0	5	17	7.64%	1. No page numbers in the handouts 2. Handouts are made for different groups on different days 3. All clear. Should provide some writing space on the margins
6	Logistics (transportation, food, timing, etc)	7%	4.62	0	0	0	8	13	6.47%	1. Couldn't connect to WI-FI, lunch was greatly delayed on the 1st day 2. Participants didn't follow the timing - not organizers' fault 3. Problem with the lunch on Nov 16 4. No comments
Total		100%							95.56%	



Оценка работы АП