

Membership Satisfaction Survey

2016



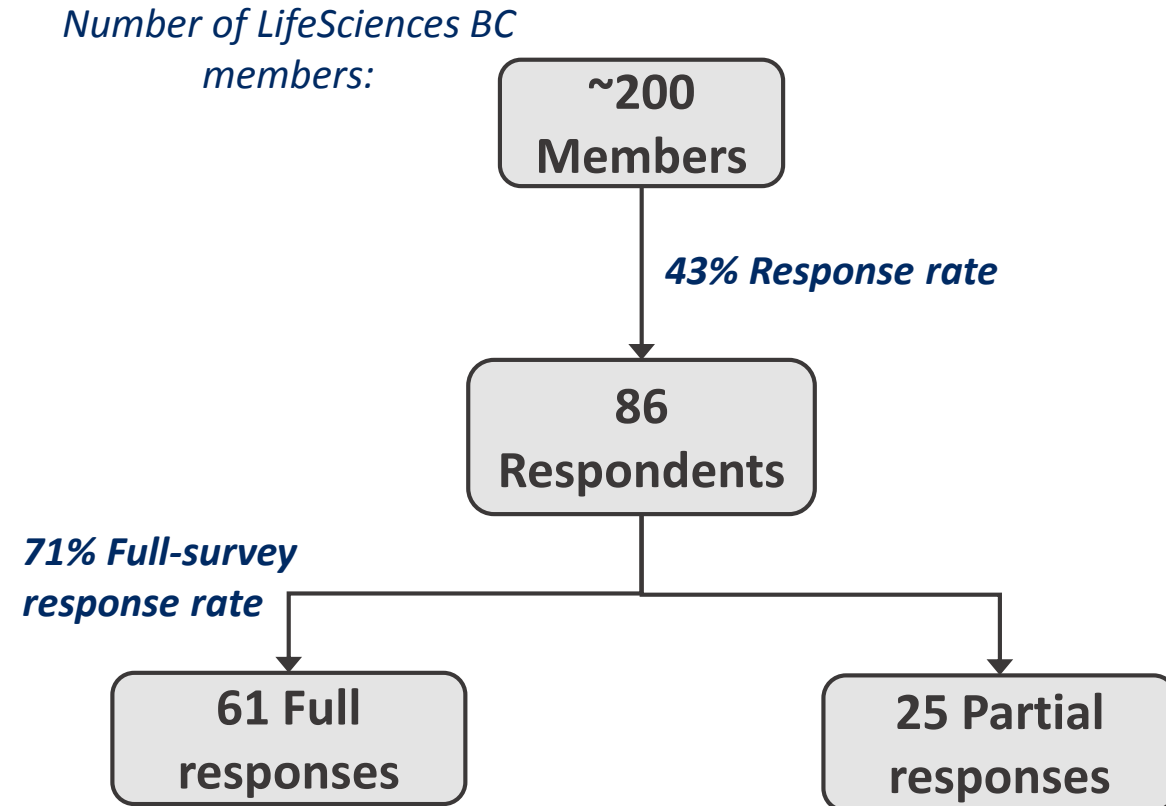
The Membership Satisfaction Survey was conducted to understand the perception of our members and the value that LifeSciences BC brings to them in the following:

- Events
- Services
- Satisfaction metrics



Use that information for strategic planning

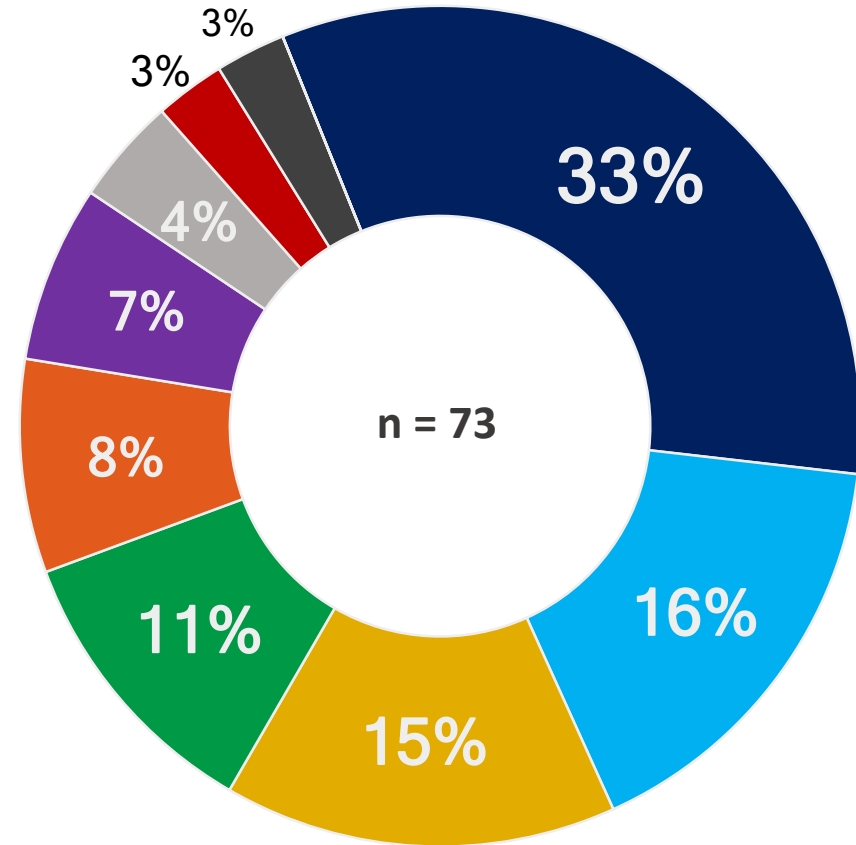
[Keep/ Stop / Start]



Select one option that best describes your organization's core business.

- Biotechnology/Biopharma/Diagnostics
- Medical device/technology
- Academic/Research Institution
- CRO/Scientific Services/Scientific Suppliers
- Global Pharmaceutical Corporation

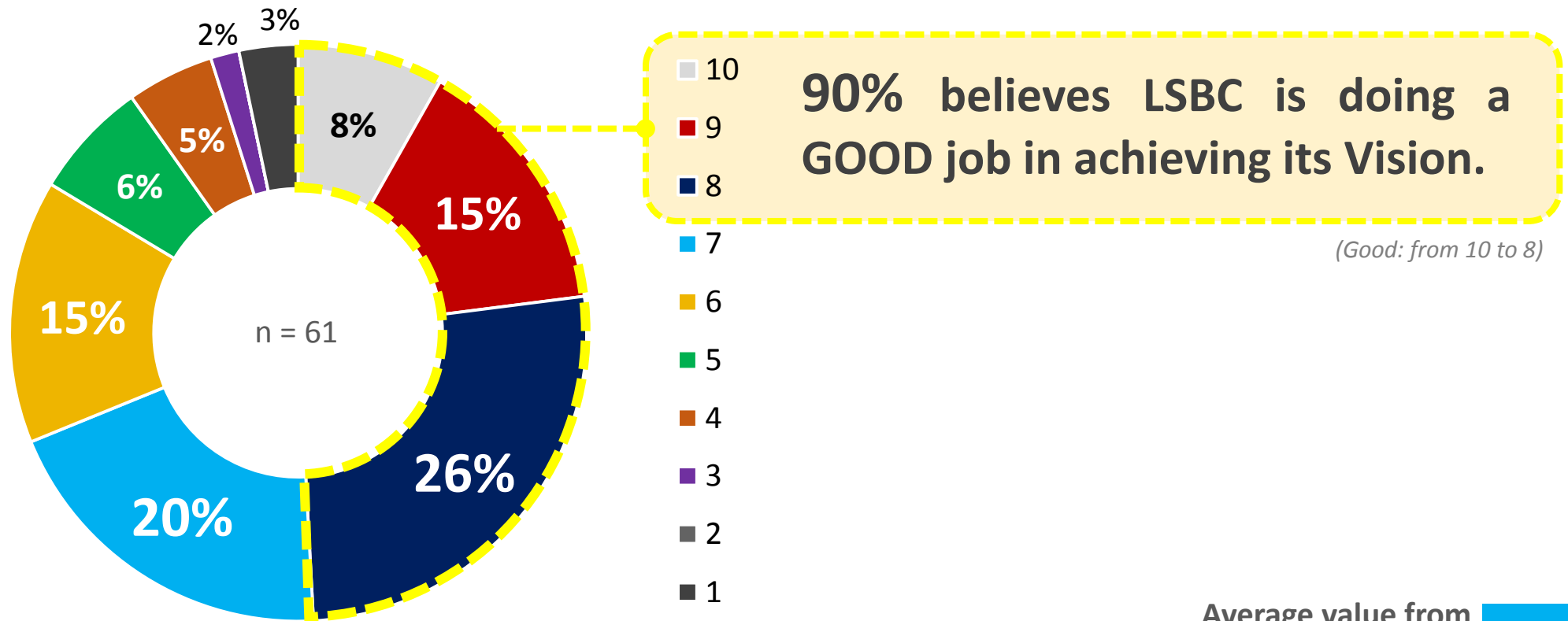
- Service Providers (Legal, Financial, Insurance, Consulting, etc.)
- Government Agency
- Healthcare Authority/Institution
- Business/Industry Association



Results - Satisfaction metrics

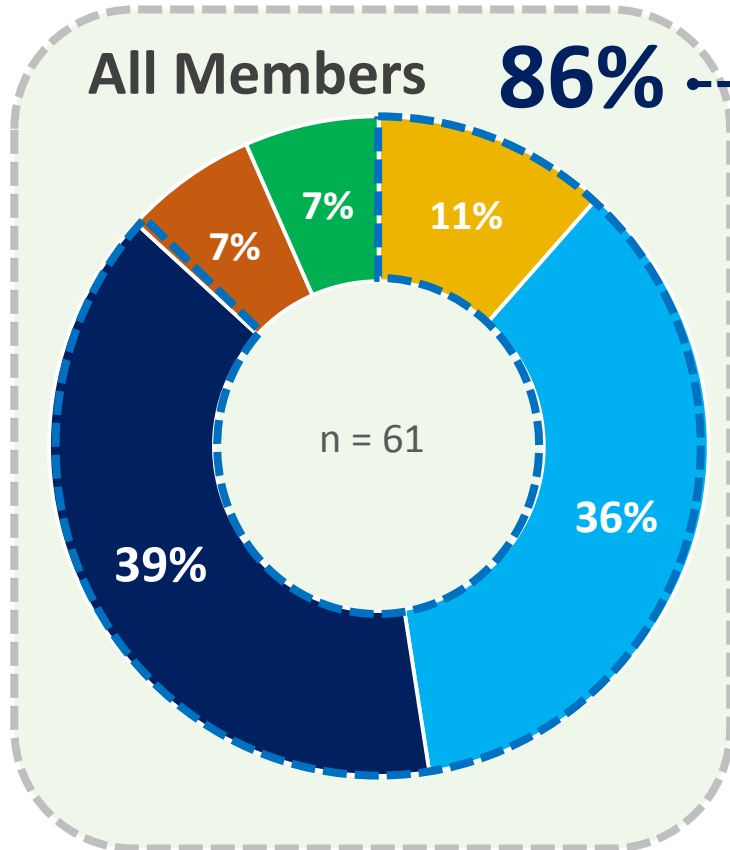
To what extent would you say we are on the right track in achieving our vision?

LifeSciences BC's vision is to be an influential and sought-after voice on human life science issues, policies, and initiatives that ensure the industry sector's sustainability and growth.



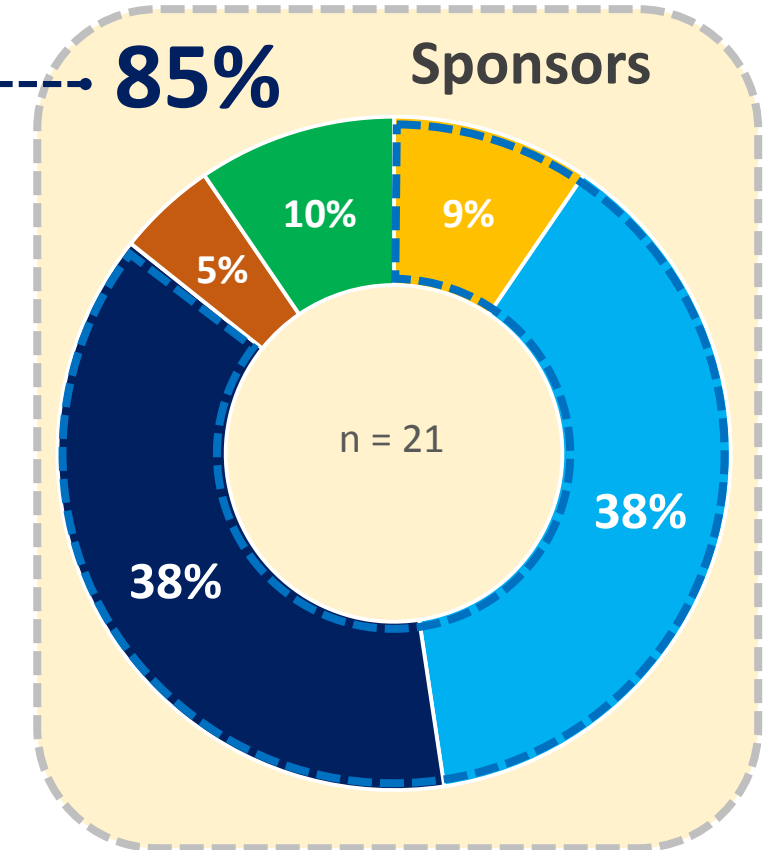
(10 = Achieving it ; 1 = Not achieving it at all)

Overall, please rate your satisfaction with your LifeSciences BC membership.



are Satisfied with LSBC

(Satisfied: somewhat, very or extremely satisfied)

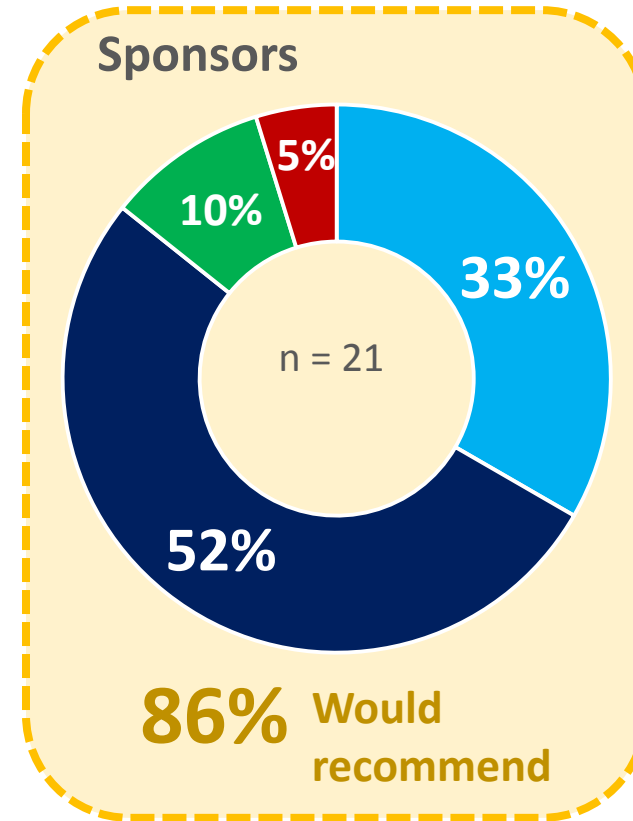
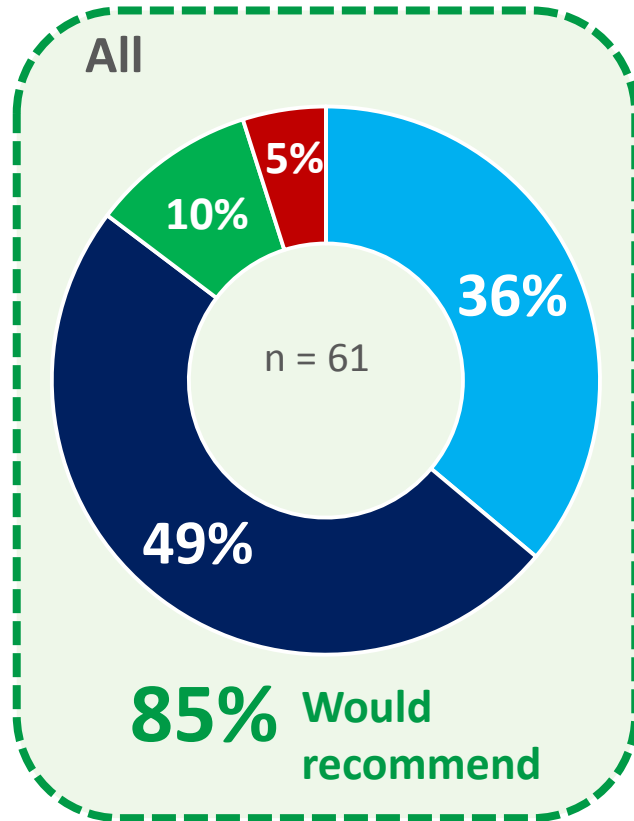


IN COMPARISON:
Satisfaction rate
in 2013: **61%**

- Extremely satisfied
- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied

How likely are you to recommend to other companies that they join LifeSciences BC?

Very likely Likelly Neither likely nor unlikely Unlikely

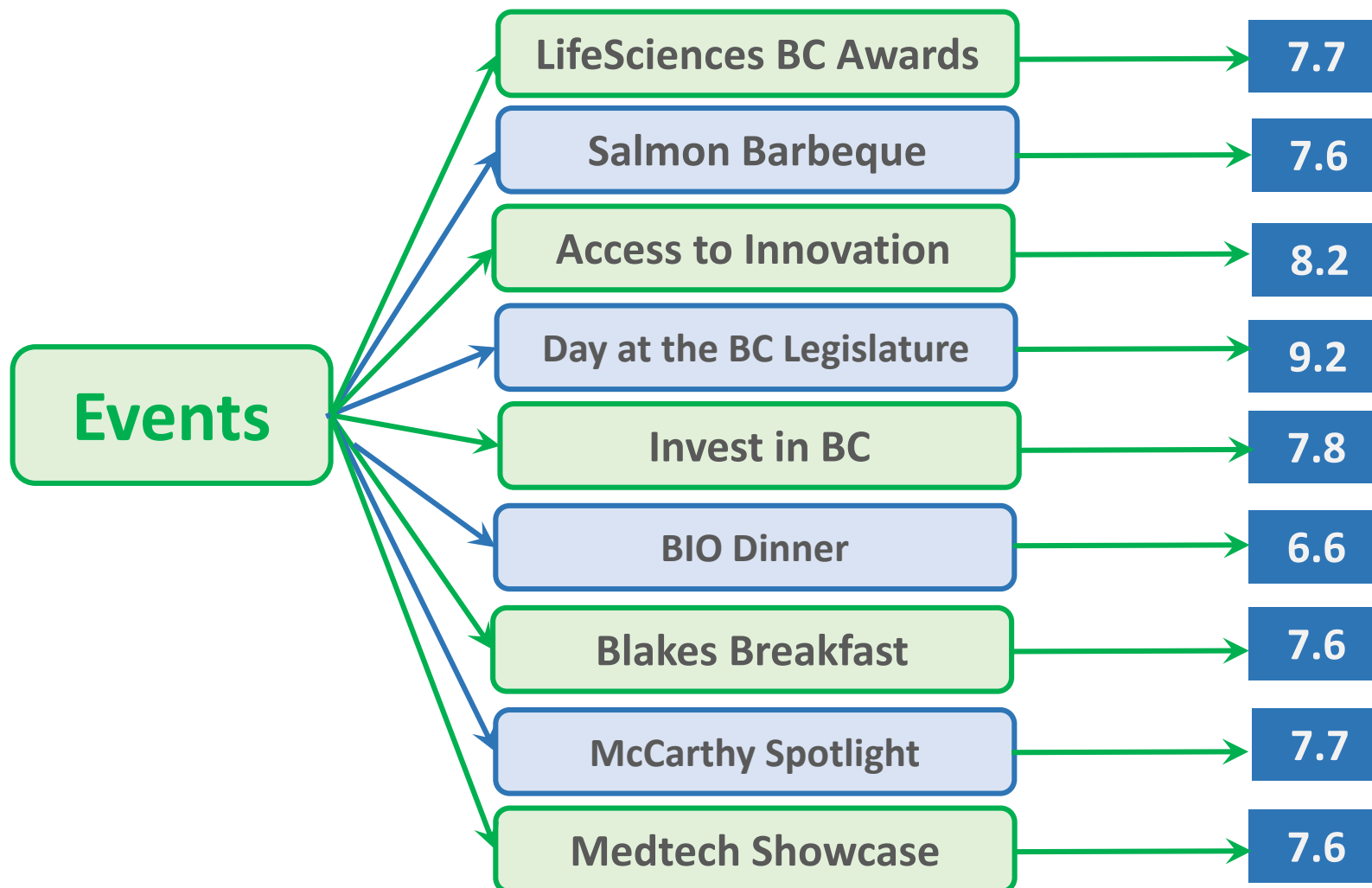


(Would recommend = very likely or likelly)

Results – Events

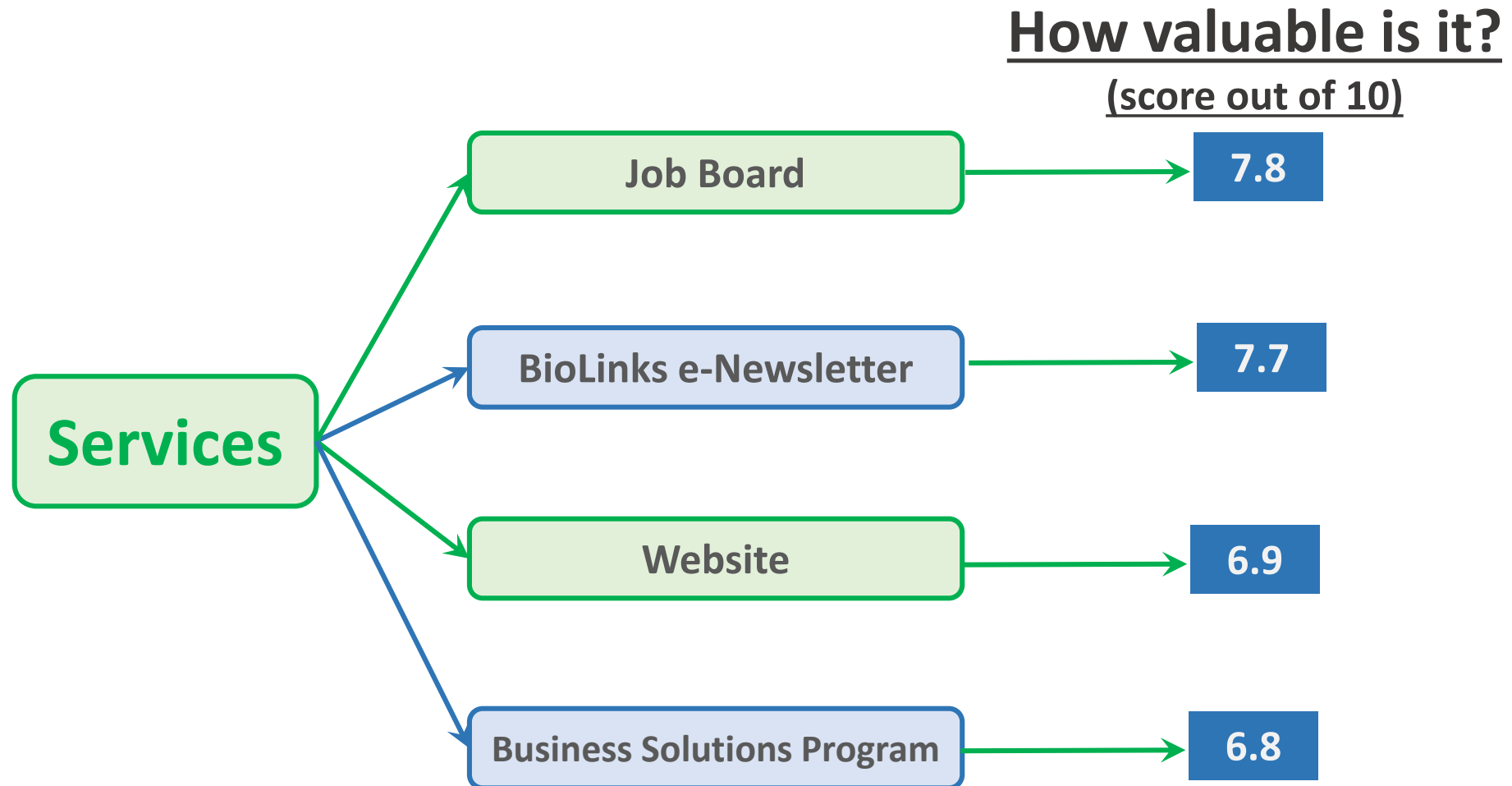
How valuable is it?

(score out of 10)



Results – Services

The main (4) LifeSciences BC services/tools were assessed in order to quantify perceived value for each.



Thank you for your feedback

Thank you to all of our members who filled out this survey. Your feedback is important to us.

We will use the results of this survey in the planning and execution of our programs and services going forward.

Immediate action:

- Improve Business Solutions Program to provide members with more relevant & diverse vendors.

If you have any further feedback for LifeSciences BC, please send it to:

Elizabeth Sun

Manager, Membership & Sponsorship

esun@lifesciencesbc.ca

Did you know?

Your organization can benefit from significant savings on a number of business services, thanks to our **Business Solutions Program** partnerships. For more info, please see: <http://www.lifesciencesbc.ca/membership/members-lsbc-business-solutions-program/>