

## KEY PERFORMANCE INDICATORS 2011 REPORT

The following summarises the findings of the Key Performance Indicators for 2011 compared to previous years' results.

### CUSTOMER SATISFACTION

The aim is to monitor customer satisfaction by means of a cross selection of customer satisfaction surveys undertaken by each branch and trading operation. Any low scores, negative comments, or falling trends are under investigation by the Directors.

#### Results

Period	No of surveys completed	Overall average	Installation Quality	Programme Compliance	Problem Handling	Safety	Value added to Contract	Employ Again?
2011	22	8.0	7.9	7.5	7.9	8.3	7.7	8.8
2010	41	8.5	7.7	8.2	8.8	8.9	8.1	9.4
2009	51	8.5	8.0	8.4	8.7	8.5	8.2	9.4
2008	44	8.0	7.6	7.9	7.9	8.1	7.5	9.2
2007	85	8.4	8.1	7.9	8.7	8.6	7.7	9.4
2006	79	8.4	7.7	8.0	8.7	8.5	8.1	9.3

#### Summary

The result shows a slight drop in our overall score, with the only increase being in Installation Quality.

The number of responses is disappointing and we have looked at ways of changing our selection criteria for 2012.

The following process has been put in place for 2012 and will be assessed at the end of June 2012 to see if it is offering an improvement:

*All contracts with a value of £10k or more for Hyflex, Aperture and BAM and £50k or more for Briggs branches will automatically require a customer satisfaction survey to be completed.*