

CUSTOMER SATISFACTION SURVEY



BRANCH SOUTHEND
 CUSTOMER LSG JACKSON
 CONTRACT URBAN LEARNING CENTRE

DATE 17-11-08
 CONTRACT CARRIED OUT (approx) AUGUST 08
 CONTRACT NO. 40118

Installation Quality		Programme Compliance		Problem Handling		Safety		Value Added to Contract		Employ Again?	
Score:	8	Score:	8	Score:	10	Score:	10	Score:	10	Score:	10
10 = Above expectation	10 = Better than agreed	10 = Totally satisfactory	10 = Excellent attitude and performance	10 = Input had considerable benefit	10 = Most definitely (subject to commercial consideration)	8 = Defect Free	8 = As agreed	5 = Acceptable	8 = Acceptable standards	6 = Input had some benefit	8 = Probably
6 = Minor Defects (no impact on client)	6 = Slower than agreed (no impact on contract)	1 = Totally unsatisfactory	5 = Minor safety infringements	4 = No useful input	5 = Only if cheapest price	4 = Major Defects (impact on client)	4 = Slower than agreed (impact on contract)	3 = Major safety infringements	3 = Major safety infringements	1 = Input caused negative effect	3 = Reluctantly
1 = Major Defects (serious impact on client)	1 = Major delays (serious impact on contract)	1 = Totally unsatisfactory	1 = Totally unsatisfactory	1 = Under no circumstances							

Comments

A VERY BIG THANK YOU TO SOUTHEND BRANCH AS THEY WERE VERY HELPFUL / PRO-ACTIVE AND PULLED THROUGH ^{FOR ME} ON THIS HARD SITE, I WILL NOT HESITATE TO USE AGAIN.

Customer's signature

M. S. Khan SENIOR SURVEYOR

Scorings (descriptions are for guidance - score on a scale of 1-10)