

## CUSTOMER SATISFACTION SURVEY

BRANCH BRIDGEND

DATE 18/10/07

CUSTOMER TURNER CONSTRUCTION

CONTRACT CARRIED OUT (approx) Sept 07

CONTRACT TAOIST @ TAL CHU SOCIETY

CONTRACT NO. 3/36913



Installation Quality		Programme Compliance		Problem Handling		Safety		Value Added to Contract		Employ Again?	
Score:	10	Score:	10	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	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 = Under no circumstances						
<b>Comments</b> <i>Excellent work from Excellent job. Thank you very much</i>											
<b>Customer's signature</b> <i>Turner Construction (Wm Turner)</i>											

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