

Client: Sefton MBC
Project: Southport Leisure Centre
Lead Consultant: GLR Architects

CUSTOMER FEEDBACK REPORT

We at Allenbuild recognise the need for continuous improvement. This report is an integral part of our Quality Management System and is one of our Key Performance Indicators for measuring service delivery.

Your assistance in completing this form is very much appreciated.

Please Assess our Performance by Ticking the Appropriate Box

1 = Poor

6 = Excellent

1. Our Site Management Controls & Procedures	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input checked="" type="radio"/>
2. Completion of Project on Programme	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input checked="" type="radio"/>	6 <input type="radio"/>
3. Compliance with Health & Safety Procedures & Policy	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input checked="" type="radio"/>
4. Quality of the Product	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input checked="" type="radio"/>	6 <input type="radio"/>
5. Focus on your requirements for the duration of the contract	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input checked="" type="radio"/>	6 <input type="radio"/>
6. Completion of Defects at Practical Completion	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input checked="" type="radio"/>	6 <input type="radio"/>
7. Control of Project Cost & Completion within Budget	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input checked="" type="radio"/>	6 <input type="radio"/>
8. How would you compare the service offered by Allenbuild with other contractors you use	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input checked="" type="radio"/>
9. Were you satisfied with the overall service provided			Yes <input checked="" type="radio"/>			No <input type="radio"/>
10. Would you recommend Allenbuild for future projects			Yes <input checked="" type="radio"/>			No <input type="radio"/>

Please Provide Additional Comments:

Excellent site personnel. Both John + Malcolm were good to work with. gentlemen to the core reasonable and intelligent ambassadors for Allenbuild.

Name: Paul W Clayton

Company: GLR Architects

Signed: 

Date: 15/1/03