

Client: Extramini Ltd
Project: The Golden Tulip Hotel, Trafford Park
Lead Consultant: The DMWR Partnership

NOV 2002

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 2 3 4 5 6

2. Completion of Project on Programme 1 2 3 4 5 6

3. Compliance with Health & Safety Procedures & Policy 1 2 3 4 5 6

4. Quality of the Product 1 2 3 4 5 6

5. Focus on your requirements for the duration of the contract 1 2 3 4 5 6

6. Completion of Defects at Practical Completion 1 2 3 4 5 6

7. Control of Project Cost & Completion within Budget 1 2 3 4 5 6

8. How would you compare the service offered by Allenbuild with other contractors you use 1 2 3 4 5 6

9. Were you satisfied with the overall service provided Yes No

10. Would you recommend Allenbuild for future projects Yes No

Please Provide Additional Comments:

GOOD TEAM ATMOSPHERE ON SITE. SITE STAFF VERY HELPFUL AND PROFESSIONAL.

Name: N. H. PILLING

Company: THE DMWR PARTNERSHIP

Signed: *Nigel H. Pilling*

Date: 25.11.02