

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.

Allenbuild
 Recd 12 APR 2002
 PASST

Project: Higher Blackley

PLEASE ASSESS OUR PERFORMANCE BY TICKING THE APPROPRIATE BOX

1 = POOR

6 = EXCELLENT

- | | | | | | | |
|--------------------------------------------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|------------------------------------|---------------------------------------------------------------|
| 1. OUR TENDER SUBMISSION & PRE-START MANAGEMENT | 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"/> |
| 2. OUR UNDERSTANDING OF THE OVERALL PROJECT REQUIREMENTS | 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. OUR 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 type="radio"/> | ⑥ <input checked="" type="radio"/> |
| 4. THE RESPONSIVENESS, RELIABILITY AND DEPENDABILITY OF OUR PROJECT TEAM | 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"/> |
| 5. OUR COMPLIANCE WITH HEALTH & SAFETY 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"/> |
| 6. THE QUALITY OF THE FINISHED PRODUCT PROVIDED BY US | 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"/> |
| 7. OUR POST HANDOVER RESPONSIVENESS AND SERVICE | 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"/> |
| 8. THE SUPPORT FROM REGIONAL OFFICE (IF APPROPRIATE) | 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"/> |
| 9. WERE YOU SATISFIED WITH THE OVERALL SERVICE PROVIDED? | | | | | | Yes <input checked="" type="radio"/> No <input type="radio"/> |
| 10. WOULD YOU RECOMMEND ALLENBUILD FOR YOUR FUTURE PROJECTS? | | | | | | Yes <input checked="" type="radio"/> No <input type="radio"/> |

Please Provide Additional Comments:

I WOULD LIKE TO TAKE THIS OPPORTUNITY TO THANK YOUR SITE MANAGER PETER GREENWOOD FOR HIS HARD WORK, DEDICATION AND PROFESSIONALISM DURING THIS CONTRACT, ALL OF WHICH MADE MY JOB VERY EASY INDEED. I LOOK FORWARD TO WORKING WITH PETER (HOPEFULLY) IN THE NEAR FUTURE.

T.W.

Name: TONY WHITELEY Company: CITY ARCHITECTS
 Signed: [Signature] Date: 8/4/02

Please return this completed form to our Regional Office in the enclosed pre-paid envelope

