

Recd 05 FEB 2001

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.

Project: Wharton Primary Healthcare Centre, Cheshire

PLEASE ASSESS OUR PERFORMANCE BY TICKING THE APPROPRIATE BOX
1 = POOR 6 = EXCELLENT

1. OUR TENDER SUBMISSION & PRE-START MANAGEMENT ① ② ③ ④ ⑤ ⑥

2. OUR UNDERSTANDING OF THE OVERALL PROJECT REQUIREMENTS ① ② ③ ④ ⑤ ⑥

3. OUR FOCUS ON YOUR REQUIREMENTS FOR THE DURATION OF THE CONTRACT ① ② ③ ④ ⑤ ⑥

4. THE RESPONSIVENESS, RELIABILITY AND DEPENDABILITY OF OUR PROJECT TEAM ① ② ③ ④ ⑤ ⑥

5. OUR COMPLIANCE WITH HEALTH & SAFETY PROCEDURES ① ② ③ ④ ⑤ ⑥

6. THE QUALITY OF THE FINISHED PRODUCT PROVIDED BY US ① ② ③ ④ ⑤ ⑥

7. OUR POST HANDOVER RESPONSIVENESS AND SERVICE ① ② ③ ④ ⑤ ⑥

8. THE SUPPORT FROM REGIONAL OFFICE (IF APPROPRIATE) ① ② ③ ④ ⑤ ⑥

9. WERE YOU SATISFIED WITH THE OVERALL SERVICE PROVIDED? Yes No

10. WOULD YOU RECOMMEND ALLENBUILD FOR YOUR FUTURE PROJECTS? Yes No

Please Provide Additional Comments:

I have been involved in many capital projects over the last 10 years and I can honestly say this one has run the most smoothly. David Gore, the Site Manager, was truly excellent.

Name: NICOLA MORGAN

Company: CHESHIRE COMMUNITY HEALTHCARE TRUST

Signed: Nicola Morgan

Date: 3.2.1.

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

