Allenbuild
North West

Recd 14 JAN 2003

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WIGAN OFFICE			

Allenbuild

Client: Turning Point
Project: Extension and Alterations - Smithfield Centre, Manchester
Lead Consultant: Mason Richards

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:

Alteration works to an existing building while ensuring continued use by the Employer and General Public was going to be a major challenge which Allenbuild managed successfully.

Name: R. VERNON - Principal Associate Company: MASON RICHARDS PARTNERSHIP

Signed: [signature] Date: 13/JAN/03

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