


Customer ST. PANGOL & HUMANIST HA
 Completed By H. ANDERSEN Position PROJECT MANAGER
 Designers PRP ARCHITECTS Project Title BLACKHAW HOUSE
 Engineer _____ Contract No. _____ Start Date _____
 PQS _____ Completion Date __/__/__



AR
DB
PW
SP
MS
CE

Standard **10** **Totally Satisfied** **5** **Neither Satisfied nor Dissatisfied** **1** **Totally Dissatisfied**

Please score between 10 to 1.

1. COMMUNICATION AND RELATIONSHIP	STANDARD
• Off-site communication and support particularly pre-contract	 10 9 8 9
• Communications during construction phase (On site)	
• Commitment to making project/relationship a success	
• Approachable and helpfulness of our people	
• Reliable in delivering commitments	
• Proactive in seeking and distribution of information	
COMMENTS	
IN GENERAL, A VERY SUCCESSFUL PROJECT WITH GOOD COMMUNICATION WITH CONTRACTORS	

2. CONTRACT CONTROL	STANDARD
• Procedures were relevant and effective	8
• Management were effective and empowered to respond	9
• Preparation and quality of information for meetings – relevant and timely	9
• Control of resources – sub-contractors, labour, plant	6/9
• Ability to meet agreed timescales and deadlines	8
• Ability to work within Budgets and Cost Controls	8
• Ability to manage changes	9
COMMENTS	
MINOR PROBLEMS WITH BRICKLAYING SUB-CONTRACTORS	

3. QUALITY	STANDARD
• Understanding of my specification and standards	9
• Quality of completed building/facility	9
• Response to clearing defects	9
• Knowledge of materials/processes	9
COMMENTS	

Project Title: BLACKHAM HOUSE

Contract No.: _____



Standard

10 **Totally Satisfied**

5 **Neither Satisfied nor Dissatisfied**

1 **Totally Dissatisfied**

Please score between 10 to 1.

4. FINANCIAL	STANDARD
• Handling of variations	8
• Clear and timely submission of valuation	8
• Settlement of final account	7/8
• Approach to claims	7
• Payment (Specialist Suppliers)	
COMMENTS	

5. SAFETY AND ENVIRONMENT	STANDARD
• Procedures and planning	9
• Approach and commitment to implementation of above	9
• Site tidiness and presentation	8
• Site accommodation facilities/welfare	8
• Consideration for others (neighbours)	8/9
• Desire to protect my image and reputation	8
COMMENTS	

6. OVERALL SERVICE	STANDARD
• Ability to understand, anticipate and meet my requirements	8
• Value for money	8-9
• Overall level of satisfaction	9

Overall, how would you describe your experience of using Allenbuild Ltd?

RELIABLE AND CAPABLE.

What could we do to improve our service?
