

**CUSTOMER  
SATISFACTION  
QUESTIONNAIRE**



**Allenbuild**

**- MID CONSTRUCTION -**

**Our Approach:**

The Allenbuild Customer Satisfaction Questionnaire is designed to evaluate our overall performance from project inception to completion to ensure we gain a clear understanding of how to not just satisfy our clients but to deliver beyond their expectations.

The information you provide will enable us to tailor our services to meet our client's requirements in the future and introduce new ideas and improvements where appropriate. It also allows us to reward project teams who consistently deliver high levels of customer service and satisfaction.

As a BSEN ISO 9001:2000 accredited company the system is a fundamental part of our QA process and also fits comfortably within the government initiatives for measuring key performance indicators. These have been developed as a response to the Sir John Egan 'Rethinking Construction' Report and have been designed to highlight whether the construction industry is improving and hitting the performance targets set.

We would appreciate you taking the time to complete this questionnaire and returning it to us in the enclosed stamped addressed envelope. If you have any queries in respect of the questionnaire, or wish to discuss any issue further, please do not hesitate to contact:

Barrie Rive, Business Development Director - 01942 246265

**Thank you for your co-operation**

<b>Project:</b>	<b>Contracts Manager:</b>	<b>Site Manager:</b>
Cornerstone Phase 4	Ian Hassard	John Hegarty
<b>Client:</b>	<b>Lead Consultant:</b>	<b>Date:</b>
Liverpool Hope University	Downs and Variava	16 June 2009

<b>Completed By:</b>	<b>Company:</b>
Alan Catterson	Liverpool Hope University
<b>Signed:</b>	<b>Date:</b>
	22 June 2009

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### Scoring

NA = Not applicable  
1 to 2 = Very Poor  
3 to 4 = Poor  
5 to 6 = Below Average  
7 to 8 = Average to Good  
9 to 10 = Very Good to Outstanding

#### Part 1

Our Site Management Controls and Procedures

10

#### Part 2

Compliance with Health and Safety Procedures and Policy

10

#### Part 3

Quality of the Product

9

#### Part 4

Focus on your requirements for this period of the contract

9

#### Part 5

Control of Project Cost within Budget to date

9

#### Part 6

Environmental Impact - control of waste, noise and dust during construction

9

#### Key Comments

#### Overall Performance

#### Where could we improve our service?

Are you satisfied with our overall performance?

Yes

Response from Main Contractor Requested

No

