

CUSTOMER SATISFACTION SURVEY



BRANCH BAM

DATE 13/02/2012

CUSTOMER G4S Intergrated Services

CONTRACT CARRIED OUT (approx) December

CONTRACT MET Office

CONTRACT NO. 09/21316

Installation Quality	Programme Compliance	Problem Handling	Safety	Value Added to Contract	Employ Again?
Score: 10	Score: 10	Score: 10	Score: 10	Score: 10	Score: 10
10 = Above expectation 8 = Defect Free 6 = Minor Defects (no impact on client) 4 = Major Defects (impact on client) 1 = Major Defects (serious impact on client)	10 = Better than agreed 8 = As agreed 6 = Slower than agreed (no impact on contract) 4 = Slower than agreed (impact on contract) 1 = Major delays (serious impact on contract)	10 = Totally satisfactory 5 = Acceptable 1 = Totally unsatisfactory	10 = Excellent attitude and performance 8 = Acceptable standards 5 = Minor safety infringements 3 = Major safety infringements 1 = Totally unsatisfactory	10 = Input had considerable benefit 6 = Input had some benefit 4 = No useful input 1 = Input caused negative effect	10 = Most definitely (subject to commercial consideration) 8 = Probably 5 = Only if cheapest price 3 = Reluctantly 1 = Under no circumstances
<p>The team work to a very high standard of workmanship and a very high standard of safety.They conduct themselves very well on site and are very good at communicating any issues that they discover.The team that work on this site is one that I would like to see kept as our dedicated team</p>					
<p>John R.Lambert</p>					

Scorings (descriptions are for guidance - score on a scale of 1-10)