

# Customer Satisfaction Survey

Client:	VILLAGES Housing	Contact & Position:	DENECLIFF SUPERVISOR.
Address:	DENECLIFF FLATS STOKELIDGE LIVERPOOL.		
Site:	DENECLIFF FLATS.	Site Contact & Position	STUART NUTTALL SUPERVISOR.
KLS Project Mgr		Completion Date	12 <sup>TH</sup> JULY 11.

**Rating Key**

Excellent - 5	Good - 4	Fair - 3	Poor - 2	Very Poor - 1
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Project Schedule	5	4	3	2	1
The project was completed on time, based on the most current approved schedule.	✓				
Schedule changes were communicated promptly and were managed well.	✓				
Targets and outcomes were achieved as planned and according to expectations.	✓				

Relationship Management	5	4	3	2	1
Our employees treated the client and other contractors with respect and integrity.	✓				
Our employees performed with enthusiasm, and a healthy interest in customer satisfaction.	✓				

Project Management	5	4	3	2	1
How well did the project manager coordinate the overall project management process?	✓				
How did you find the knowledge of the project manager and the management process?	✓				
How did you find our Health and Safety practices for the project?	✓				
How did you find our liaison with other contractors or members of your management team?	✓				
Did our project management process meet your expectations?	✓				



Project Management - Planning	5	4	3	2	1
How did you find our pre start meeting?	✓				
Did the project plan and works programme meet all specifications as planned?	✓				

Project Management - Implementation	5	4	3	2	1
Was the project schedule maintained as per programme.	✓				
Did the change control process supported your needs and concerns	✓				
How was the test and acceptance handover process?	✓				

Technical Specifications	5	4	3	2	1
The technical specifications of the project were completely to our satisfaction.	✓				
The technology applied to the project was the best available to fit the specifications.	✓				
The technical expertise of KLS staff supported the required technology.	✓				

Overall Project Satisfaction	5	4	3	2	1
How would you rate the completed installation and performance of the lift?	✓				
I would recommend Knowsley Lift Services for other projects.	✓				

**Any other comments**

  
  
  

Completed by: *J. O'Leary* Date: 12/7/11 Position: Building Supervisor

KLS reviewer: \_\_\_\_\_ Date: \_\_\_\_\_ Position: \_\_\_\_\_

