

Client:	Kier Northern	Contact & Position:	Ron Hughes Project manager
Address:			
Site:	Morrison's Leigh	Site Contact & Position	As above
KLS Project Mgr		Completion Date	26.10.11.

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.	x				
Schedule changes were communicated promptly and were managed well.		x			
Targets and outcomes were achieved as planned and according to expectations.	x				

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

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



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

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

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

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

Any other comments

I have completed 5no lift installations with Knowsley Lifts , and as previous contracts a good job done by both there on site & off site teams .

Completed by: Ron Hughes Date: 4.11.11. Position : Project manager



Customer Satisfaction Survey

KLS reviewer: _____ Date: _____ Position : _____

