

Customer Satisfaction Survey

Client:	Gerald Honey Partnership	Contact & Position:	Graeme Welsh Consultant
Address:	16 St Johns Hill Sevenoaks Kent TN13 3NP		
Site:	Pacific Chambers Liverpool	Site Contact & Position:	
KLS Project Mgr	Chris Newman	Completion Date	23/05/2012

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

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

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



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

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

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

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

Any other comments

Excellent job carried out in difficult environment with very demanding occupants.

Completed by: ___Graeme Welsh_____ Date: __24/05/12_____ Position :
Consultant_____



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KLS reviewer: _____ Date: _____ Position : _____

