

| | | | |
|------------------------|-----------------------------------|------------------------------------|-----------------|
| Client: | Bernard Taylor Partnership | Contact & Position: | Director |
| Address: | | | |
| Site: | Cardinal Court | Site Contact & Position | |
| KLS Project Mgr | | Completion Date | |

Rating Key

| | | | | |
|----------------------|-----------------|-----------------|-----------------|----------------------|
| Excellent - 5 | Good - 4 | Fair - 3 | Poor - 2 | Very Poor - 1 |
|----------------------|-----------------|-----------------|-----------------|----------------------|

| 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 supported 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

Completed by: _____ colin savage _____ Date: 26.7.11 _____ Position :
 ___ Director _____

KLS reviewer: _____ Date: _____ Position : _____



Customer Satisfaction Survey

