|  |  |  |  |
| --- | --- | --- | --- |
| **Project Location:** |  | **Date:** |  |
| **Project Name:** |  | **Project No.** |  |
| **Company:** |  | **Customer Name:** |  |
| **Country Powerline Constructions Site Contact:** |  |

***Our Company is committed to provide its clients with a quality service.
To assist us in achieving our aims, we would be grateful if you would take time to complete this Customer Satisfaction Survey.***

|  |  |  |
| --- | --- | --- |
| **Please tick the appropriate box based on your experience** | N/A | **Rating**(1- poor, 5- Excellent) |
| 1 | 2 | 3 | 4 | 5 |
| 1 | How do you rate our overall service? | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 2 | How do you rate the attention and service provided by our project management? | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 3 | How do you rate the involvement, communication and service from our site foreman? | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 4 | How do you rate the capability and efficiency of trades personnel? | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 5 | How do you rate our company’s knowledge, advice and professionalism? | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 6 | How do you rate the service attention to detail and working relationship with our subcontractors? | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 7 | How do you rate our company’s office service, including invoicing and documentation accuracy? | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 8 | How do you rate our company’s expertise with problem solving? | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 9 | How do you rate our company’s responsiveness to changes needed? | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 10 | How do you rate our work health and safety observances and performance? | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 11 | Is there adequate feedback to you, the client, during project delivery? | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 12 | How do you rate our responses to queries and action on defects, follow up and attention to detail? | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 13 | Has our service level and performance been continually improving? | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 14 | How do you rate with other organisations in overall cost and service levels? | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 15 | Do our services represent value for money? | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 16 | How do you rate the handover process? | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 17 | How do you rate our performance in environmental management? | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 18 | How do you rate our company’s ability to deliver on time and within budget? | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 19 | Would you recommend our company’s to another organisations? | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 20 | Would you use our company’s again? | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |

**Score /100**

|  |
| --- |
| **Additional Comments (Customer):** |
| **Completed By:** |
| **Name:** |  | **Position:** |  | **Signature:** |  | **Date:** |  |
|  |
| **Country Powerline Constructions Use Only:** |
| **Review comments:** |
| **Action Required By:** |  | **Checked and Authorised By:** |  |