|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **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:** | | |  | |