

Customer Feedback Survey

This questionnaire is used by Unique Window Systems Ltd to measure performance in the eyes of our Customer. This form should be completed by representatives who have been directly involved in the contract. Please indicate your score in the box that best describes our performance against each of the Key Factors.

Should we score 3 or below - please state your reasons and areas for improvement within the comments box.

1. Email address *

2. Name of Project:

3. 1. Response to Initial Enquiry

Mark only one oval.

	1	2	3	4	5	
Poor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Excellent

4. Comments:

5. 2. Quality of Communications / Documentation

Mark only one oval.

	1	2	3	4	5	
Poor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Excellent

6. Comments:

7. 3. Approach to Health, Safety & Environment

Mark only one oval.

	1	2	3	4	5	
Poor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Excellent

8. Comments:

9. 4. Quality of Workmanship on Site

Mark only one oval.

	1	2	3	4	5	
Poor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Excellent

10. Comments:

11. 5. Attitude of Site Staff

Mark only one oval.

	1	2	3	4	5	
Poor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Excellent

12. Comments:

13. 6. Management of Variations

Mark only one oval.

	1	2	3	4	5	
Poor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Excellent

14. Comments:

15. 7. Response to General Requests

Mark only one oval.

	1	2	3	4	5	
Poor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Excellent

16. Comments:

17. 8. Meeting Programme Deadlines and Versatility

Mark only one oval.

	1	2	3	4	5	
Poor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Excellent

18. Comments:

19. 9. Contract Completion Agreement & Documentation

Mark only one oval.

	1	2	3	4	5	
Poor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Excellent

20. Comments:

21. Any other comments about your experience working with Unique Window Systems Ltd

22. Completed by:

23. Position:

24. Company:

25. Date

Example: December 15, 2012

Send me a copy of my responses.

