

CUSTOMER FEEDBACK QUESTIONNAIRE

At Harndec, whether it is reliability, customer service or meeting project deadlines, we strive to fulfil all the needs of our customers. In order for us to continue to improve all aspects of our business, we would like to know what you think.

We would therefore appreciate your time to complete the following feedback form so that we know how well we met your expectations and what we could do to improve our service to you in the future.

Thank you for your assistance.



*Bill McBride
Managing Director*

*Once you have completed the questionnaire overleaf, please fill out your details below and return to the following address, **Thank You!***

(alternatively, scan and send back to info@harndec.co.uk)

Your details

Please insert your contact details below:

Company Name: _____

Project Name: _____

Contact Name: _____

Address: _____

_____ Postcode: _____

Tel: _____

Email: _____

Please return to:

Mr Bill McBride - *Managing Director*

Westcrowns Contracting Services

Ashbury House

6 Ashton Road

Rutherglen

Glasgow

G73 1UB

e: info@harndec.co.uk

Customer Feedback Form

Please complete the following questions, deleting Yes or No appropriately:

Operational Performance (Contracts On-site) –

<i>Was our contracts manager easily contactable?</i>	<i>Yes/No</i>
<i>Did our contracts manager have appropriate site presence?</i>	<i>Yes/No</i>
<i>Were any problems/set-backs communicated to you quickly and effectively?</i>	<i>Yes/No</i>
<i>Were these raised problems/set-backs dealt with quickly and effectively?</i>	<i>Yes/No</i>
<i>Were we successful in complying with your programme requirements?</i>	<i>Yes/No</i>
<i>Was our site foreman approachable and professional?</i>	<i>Yes/No</i>
<i>Were you satisfied with the quality of our workmanship?</i>	<i>Yes/No</i>
<i>Were you satisfied with our site timekeeping?</i>	<i>Yes/No</i>
<i>Did you find our site service gave you enough flexibility?</i>	<i>Yes/No</i>
<i>Did we leave the site clean and tidy?</i>	<i>Yes/No</i>
<i>Were you satisfied with our health and safety approach?</i>	<i>Yes/No</i>

Commercial factors –

<i>Were our valuations submitted to you on-time?</i>	<i>Yes/No</i>
<i>Were our submitted valuations suitably accurate?</i>	<i>Yes/No</i>
<i>Was our final account submitted promptly?</i>	<i>Yes/No</i>
<i>Are you happy with the commercial service you received?</i>	<i>Yes/No</i>

Overall –

<i>Did we meet your timescale requirements?</i>	<i>Yes/No</i>
<i>Did we meet your quality expectations?</i>	<i>Yes/No</i>
<i>Did you find our overall service value for money?</i>	<i>Yes/No</i>

Please name the area of our service that you would most like to see improved and give details below -

Any further comments -