

Kirklees Capital Frameworks (Major/Minor)

Customer Satisfaction Survey

Please note the following questions against which we will be asking you to score the Supplier's (Contractor's) performance and take the opportunity if you wish to suggest others which might be appropriate for your project.

- **1 being not satisfied, 2 being satisfied and 3 being very satisfied.**

	Not Satisfied 1	Satisfied 2	Very Satisfied 3
<u>Communication</u>			
1. Were you satisfied that we delivered on our commitments to you? (please list as appropriate)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
eg Daily communication	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Briefings	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Timing of deliveries	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Were you satisfied that the supplier's staff and workforce were polite, approachable and helpful?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<u>Quality</u>			
1. Were you satisfied with the quality of the workmanship? If not, please provide examples why not.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2. If you had to report any problems during the works or after the work was finished, were you satisfied that they were put right quickly?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<u>Health & Safety</u>			
1. Were you satisfied that the work was carried out safely at all times?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2. Were you satisfied that we took all reasonable steps to keep the site tidy?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3. Were you satisfied that we took all reasonable steps to ensure your health and safety during the works and during your site visits?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<u>Generally</u>			
1. Were you satisfied that works were completed to the agreed timescales?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2. How satisfied are you that the disruption caused was worth it?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3. How satisfied would you be to work with this supplier again?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4. Were you satisfied that we took all reasonable steps to ensure that particularly noisy work did not impact on delivery of lessons e.g. where possible, carried out during school holidays and outside of timetabled lessons?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>