



CLIENT SATISFACTION DOCUMENT

C.S.D.

Month: **July 2012**

CLIENT: Laing O'Rourke
CONTRACT: BHOC Hospital, Bristol
WORKS PACKAGE: Internal Partitions-Ceilings

DATE: 26/07/13
CON No: MP035
PERIOD: April to June 2013

CLIENT SECTION:		1 – 4 Average
PLEASE USE A SCORE OF 1 – 10 FOR EACH SECTION:		5 – 7 Good
		8 – 10 Very Good
NAME: Will Marfell	POSITION: Project Leader	
GENERAL TASKS	COMMENTS	SCORE
SITE MANAGERS ON SITE ATTITUDE	Very proactive attitude towards work	9
OPERATIVES ON SITE ATTITUDE	All the workforce have a can do attitude	8
HEALTH & SAFETY	Good consistent standards	9
KNOWLEDGE AND ABILITY	Good	8
PERFORMANCE	Consistent performance	9
TIME KEEPING	Good	9
MANAGED PROGRAMME	Have a very proactive approach to a challenging programme	8
QUALITY OF FINISHED WORKS	Good standard achieved & maintained	8
PERFORMANCE OF M&P OFFICE	Good	9
THIS SECTION FOR CLIENTS COMMENTS ONLY:		
The whole M&P team have a very positive & proactive approach while undertaking their work on the BHOC project.		
THIS SECTION FOR M&P USE ONLY:		
NAME: P. DAVIES	POSITION: DIRECTOR	DATE: 28.7.13
RECOMMENDATIONS:		
He will many thanks for the comments, we look forward to continuing our performance going forward.		
DISTRUBUTION TO: LOR / MAIN FILE		

Doc. No & Issue	Prepared by	Approved by	Date	Page
M&P – REC - 15 2	Gareth Palmer	Mark Huntley	03/09/10	1