



QUARTERLY CLIENT SATISFACTION DOCUMENT

C.S.D.

Month: SEP 2013

CLIENT: Laing O'Rourke
CONTRACT: BRI BHOC
WORKS PACKAGE: Internal Partitions-Ceilings

DATE: 27/10/13
CON No: MP035
PERIOD: July to September 2013

CLIENT SECTION: 1-4 Average, 5-7 Good, 8-10 Very Good
PLEASE USE A SCORE OF 1-10 FOR EACH SECTION:
NAME: Will Marfell POSITION: Project Leader
GENERAL TASKS COMMENTS SCORE
SITE MANAGERS ON SITE ATTITUDE Good 7
OPERATIVES ON SITE ATTITUDE Proactive attitude 8
HEALTH & SAFETY Always open to new opportunities to improve 8
KNOWLEDGE AND ABILITY Good 8
PERFORMANCE Good 7
TIME KEEPING Always on time 8
MANAGED PROGRAMME 7
QUALITY OF FINISHED WORKS Good 7
PERFORMANCE OF M&P OFFICE Good 7
THIS SECTION FOR CLIENTS COMMENTS ONLY:
M&P continue to make good progress in a difficult working environment onsite. The workforce is always committed to producing a quality job. The only observation that is worth noting is that the site manager needs more support from the M&P office, to ensure he has the most up to date relevant information (drawings / Specification) at his disposal.
W. Marfell - LOR Project Leader - BHOC
THIS SECTION FOR M&P USE ONLY:
NAME: P. DAULES POSITION: Director DATE: 05.11.13.
RECOMMENDATIONS: Hi Will
Many thanks regarding the above scores.
I will ensure our office staff support site with the up to date information
DISTRUBUTION TO: LOR - Main file

Table with 5 columns: Doc. No & Issue, Prepared by, Approved by, Date, Page. Row 1: M&P - REC - 15, 2, Gareth Palmer, Mark Huntley, 03/09/10, 1