



**QUARTERLY CLIENT SATISFACTION DOCUMENT**

**C.S.D.**

**Month:** SEP 2013

**CLIENT:** Laing O'Rourke  
**CONTRACT:** Cardiff royal Infirmary  
**WORKS PACKAGE:** Internal Partitions-Ceilings

**DATE:** 27/10/13  
**CON No:** MP032  
**PERIOD:** July to September 2013

<b>CLIENT SECTION:</b>		1 - 4 Average
<b>PLEASE USE A SCORE OF 1 - 10 FOR EACH SECTION:</b>		5 - 7 Good
		8 - 10 Very Good
<b>NAME:</b> B.Davies/J.Davies	<b>POSITION:</b> Construction Managers	
<b>GENERAL TASKS</b>	<b>COMMENTS</b>	<b>SCORE</b>
SITE MANAGERS ON SITE ATTITUDE		9
OPERATIVES ON SITE ATTITUDE		8
HEALTH & SAFETY		8
KNOWLEDGE AND ABILITY		7
PERFORMANCE		8
TIME KEEPING		7
MANAGED PROGRAMME		7
QUALITY OF FINISHED WORKS		7
PERFORMANCE OF M&P OFFICE		8
<b><u>THIS SECTION FOR CLIENTS COMMENTS ONLY:</u></b>		
<b><u>THIS SECTION FOR M&amp;P USE ONLY:</u></b>		
<b>NAME:</b> P Davies	<b>POSITION:</b> DIRECTOR	<b>DATE:</b> 5-11-13
<b><u>RECOMMENDATIONS:</u></b> HI JAMES, MANY THANKS FOR THE ABOVE SCORES		
<b>DISTRUBUTION TO:</b> Main file - LOR.		

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