



**QUARTERLY CLIENT SATISFACTION DOCUMENT**

**C.S.D.**

Month: **SEP 2013**

**CLIENT:** Leadbitter  
**CONTRACT:** Penarth Learning Community  
**WORKS PACKAGE:** Internal Partitions-Ceilings

**DATE:** 27/10/13  
**CON No:** MP034  
**PERIOD:** July to September 2013

<b>CLIENT SECTION:</b>	1 - 4 Average
	5 - 7 Good
<b>PLEASE USE A SCORE OF 1 - 10 FOR EACH SECTION:</b>	8 - 10 Very Good
<b>NAME:</b> Mike Baynham	<b>POSITION:</b> Project Manager
<b>GENERAL TASKS</b>	<b>COMMENTS</b>
	<b>SCORE</b>
SITE MANAGERS ON SITE ATTITUDE	9
OPERATIVES ON SITE ATTITUDE	9
HEALTH & SAFETY	9
KNOWLEDGE AND ABILITY	9
PERFORMANCE	9
TIME KEEPING	9
MANAGED PROGRAMME	9
QUALITY OF FINISHED WORKS	9
PERFORMANCE OF M&P OFFICE	9
<b>THIS SECTION FOR CLIENTS COMMENTS ONLY:</b>	
<b>THIS SECTION FOR M&amp;P USE ONLY:</b>	
<b>NAME:</b> P. DAVIES	<b>POSITION:</b> DIRECTOR
	<b>DATE:</b> 5-11-13
<b>RECOMMENDATIONS:</b> Hi Mike MANY THANKS FOR THE ABOVE SCORES.	
<b>DISTRUBUTION TO:</b> LEADBITTER. MAIN FILE	

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