



CLIENT SATISFACTION DOCUMENT

C.S.D.

Month: February

CLIENT: Laing O'Rourke
CONTRACT: Cardiff Royal Infirmary
WORKS PACKAGE: Internal Partitions/Linings/Ceilings

DATE: 11/03/13
CON No: MP032

CLIENT SECTION: 1-4 Average, 5-7 Good, 8-10 Very Good
PLEASE USE A SCORE OF 1-10 FOR EACH SECTION:
NAME: James Dawson / Bernard Dale POSITION: Construction Manager

Table with 3 columns: GENERAL TASKS, COMMENTS, SCORE. Rows include SITE MANAGERS ON SITE ATTITUDE (10), OPERATIVES ON SITE ATTITUDE (10), HEALTH & SAFETY (10), KNOWLEDGE AND ABILITY (9), PERFORMANCE (9), TIME KEEPING (9), MANAGED PROGRAMME (N/A), QUALITY OF FINISHED WORKS (N/A - Head Track), PERFORMANCE OF M&P OFFICE (9).

THIS SECTION FOR CLIENTS COMMENTS ONLY:
Very satisfied by M&P attitude on site and off site and an
hobby board to the time when we start boarding.

THIS SECTION FOR M&P USE ONLY:
NAME: P. Dawn POSITION: DIRECTOR DATE: 20.3.13

RECOMMENDATIONS: Hi James, many thanks for the
above, yes, we too are looking forward to the areas
opening up for 1st fix etc.

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 of 1