



## Appraisal Form

Sequence Number	179
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### CUSTOMER DETAILS

Customer Appraisal Form	<p>THIS APPRAISAL FORM IS PART OF PLATINUM ELECTRICAL LTD'S QUALITY MANAGEMENT SYSTEM.</p> <p>AT PLATINUM ELECTRICAL LTD WE STRIVE TO ACHIEVE A "PLATINUM SERVICE".</p> <p>TO ENSURE WE ACHIEVE THIS, WE WOULD BE GRATEFUL IF YOU COULD COMPLETE THIS FORM FOR US AND EVALUATE OUR PERFORMANCE ON THE RECENTLY COMPLETED SCHEME.</p> <p>THANK YOU IN ADVANCE</p>
Company Name:	Team Tree
Position of Person Completing Form:	Chair
Platinum Job Number: (Given in email subject)	19031
Date Completed	06/01/2020

### PERFORMANCE REVIEW

SCORES RESULTS:	<p>Excellent - Staff will be informed and given praise</p> <p>Good - No Action, this is what we expect!</p> <p>Average – please give a brief description in the comments box, so we can see the areas where we need to improve.</p> <p>Poor -please give a brief description in the comments box. Action will be taken to ensure improvements are made; client will be informed of actions taken</p> <p>Unsatisfactory – please give a brief description in the comments box, we will contact you to discuss in more detail and put actions into place if required</p> <p>Platinum Electrical Ltd would like to advise our Clients that complaints should in the first instance be directed towards the Managing Director and details should be written in the comments box. Also scores "Poor and unsatisfactory" will be dealt with as complaint, if you wish to be informed of the outcome of any action taken please make a note in the comments box. We seek to resolve any complaint within 20 working days of receipt. If we are unable to resolve the complaint you may contact the HEA office, who will then investigate the complaint further.</p> <p>Thank you for taking the time to complete our Appraisal</p>
Client satisfaction with service and products	Excellent
Measurement and valuation	Excellent
Value for money	Good
Meeting agreed timescales	Completed On-Time
Customer care and service	Excellent
Quality of communications	Excellent
Working relationships	Excellent
Quality of workmanship	Excellent



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<b>Operatives site conduct</b>	Excellent
<b>Health and safety</b>	Excellent
<b>Impact on the environment</b>	Excellent
<b>Attitude to housekeeping (site tidiness and organisation)</b>	Excellent
<b>Management of variations</b>	Excellent
<b>Overall performance</b>	Excellent
<b>Would you recommend Platinum to others?</b>	Yes
<b>Would you be happy to use our services again?</b>	Yes
<b>Comments (if any)</b>	We had many difficulties with our job in question but these would have happened regardless and no fault of the team in question. Immediate responses from all and great customer care. Pleasure to work with
<b>OFFICE USE ONLY</b>	<p>Give details of how the complaint/feedback has been dealt with:i.e Tool box talk, training, Disciplinary action:</p> <p>Name of person dealing with complaint:</p> <p>Job Title:</p> <p>Date:</p> <p>Has the MD been informed: (Yes - No)</p> <p>Name of Operative/s involved:</p> <p>Complaint closed date:                      Please file copy in non-conformity folder</p> <p>Has the client been made aware of the outcome?</p>