

Appraisal Form

Sequence Number	47	
CUSTOMER DETAILS		
Customer Appraisal Form	THIS APPRAISAL FORM IS PART OF PLATINUM ELECTRICAL LTD'S QUALITY MANAGEMENT SYSTEM.	
	AT PLATINUM ELECTRICAL LTD WE STRIVE TO ACHIEVE A "PLATINUM SERVICE".	
	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.	
	THANK YOU IN ADVANCE	
Company Name:	Rushcliffe BC	
Position of Person Completing Form:	A. Hutson - Building & Facilities Manager	
Platinum Job Number: (Given in email subject)	18068	
Date Completed	13/12/2018	

PERFORMANCE REVIEW

SCORES RESULTS:Excellent - Staff will be informed and given praise God - No Action, this is what we expect! Average - please give a brief description in the comments box, so we can see the areas where we need to improve. 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 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 written in the comments box. Action will be dealt with written in the comments box. Action will be dealt with a vou to discuss in more detail and put actions into place if required to us object of the outcome of any action taken please make a note in the comments box. We seek to resolve any complaint with 20 working days of receipt. If we are unable to resolve the complaint further. Thank you for taking the time to complete our AppraisalReasurement and valuationExcellentValue for moneyGoodMeeting agreed timescalesCompleted On-TimeCustomer care and serviceExcellentRuellentExcellentRuellentExcellentRuellentExcellentRuellentExcellentRuellentExcellentRuellentExcellentRuellentExcellentRuellentExcellentRuellentExcellentRuellentExcellentRuellentExcellentRuellentExcellentRuellentExcellentRuellentExcellentRuellentExcellentRuellentExcellentRuellentExcellent <th></th> <th></th>		
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Customer care and service Excellent Quality of communications Excellent	Value for money	Good
Quality of communications Excellent	Meeting agreed timescales	Completed On-Time
	Customer care and service	Excellent
Washing relationships	Quality of communications	Excellent
working relationships Excellent	Working relationships	Excellent
Quality of workmanship Excellent	Quality of workmanship	Excellent



Appraisal Form

Operatives site conduct	Good
Health and safety	Good
Impact on the environment	Good
Attitude to housekeeping (site tidiness and organisation)	Good
Management of variations	N/A
Overall performance	Excellent
Would you recommend Platinum to others?	Yes
Would you be happy to use our services again?	Yes
Comments (if any)	Your prompt visit to site to resolve the issue is much appreciated, as is the speed/quality of request processing and comprehensive post completion reporting/feedback provision. An excellent service!
OFFICE USE ONLY	Give details of how the complaint/feedback has been dealt with:i.e Tool box talk, training, Disciplinary action: Name of person dealing with complaint: Job Title: Date: Has the MD been informed: (Yes - No) Name of Operative/s involved: Complaint closed date: Please file copy in non-conformity folder Has the client been made aware of the outcome?