

Appraisal Form

Sequence Number	205	
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:	E.On	
Position of Person Completing Form:	Commercial Engineer	
Platinum Job Number: (Given in email subject)	2028	
Date Completed	25/06/2020	

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 out oldscuss in more detail and put actions in the completion should in the pratient 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 if retrinstance be directed towards the Managing Director and details should be dealt with while dealt with the in whet be and the Managing Director and details should be dealt with endetail should be dealt with the in we should like to advise our Clients that complaint within 20 working days of receipt. If we are unable to resolve the complaint within 20 working days of receipt. If we are unable to resolve the complaint further. Thank you for taking the time to complete our AppraisalResurement and valuationGoodMeasurement and valuationGoodMeasurement and serviceSomplete On-TimeClient of communicationsSociellentMeasurement and serviceExcellent - Staff will be informed of the outcome of and complete our approximationMeasurement and serviceScellentGuality of communicationsScellentMeasurement and serviceFacellentMeasurement and serviceScellentMeasurement and serviceScellentMeasurement and serviceSc		
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Quality of communications Excellent Working relationships Excellent	Meeting agreed timescales	Completed On-Time
Working relationships Excellent	Customer care and service	Excellent
	Quality of communications	Excellent
Quality of workmanship Excellent	Working relationships	Excellent
	Quality of workmanship	Excellent



Appraisal Form

Operatives site conduct	Excellent
Health and safety	Excellent
Impact on the environment	Excellent
Attitude to housekeeping (site tidiness and organisation)	Excellent
Management of variations	Excellent
Overall performance	Excellent
Would you recommend Platinum to others?	Yes
Would you be happy to use our services again?	Yes
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?