



Appraisal Form

Sequence Number	303
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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:	VIA EM
Position of Person Completing Form:	NEIL SCARFF
Platinum Job Number: (Given in email subject)	21060
Date Completed	21/06/2021
Email Address:	neil.scarff@viaem.co.uk

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	Good
Measurement and valuation	Good
Value for money	Good
Meeting agreed timescales	Completed On-Time
Customer care and service	Good
Quality of communications	Good
Working relationships	Good



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Quality of workmanship	Good
Operatives site conduct	N/A
Health and safety	N/A
Impact on the environment	N/A
Attitude to housekeeping (site tidiness and organisation)	Good
Management of variations	N/A
Overall performance	Good
Would you recommend Platinum to others?	Yes
Would you be happy to use our services again?	Yes
OFFICE USE ONLY	<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>