 UKRTI/ CSR Issue No I 01/08/2008

# **Client Survey Report**

**To aid in identifying areas of potential improvement in the service we provide; we would be most appreciative if you could assist in completion of this Questionnaire. Your response will of course be treated in the strictest confidence.**

|  |  |
| --- | --- |
| **NAME** |  |
| **POSITION** |  |
| **COMPANY NAME** |  |

**Please tick boxes in accordance with the following scoring:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Please tick boxes:** | **1** | **2** | **3** | **4** | **5** |  | **Scoring** |
| **Speed of response to enquiries** |  |  |  |  |  | **1 = Poor** |
| **Understanding of requirements** |  |  |  |  |  | **2 = Below Average** |
| **Speed in processing work** |  |  |  |  |  | **3 = Acceptable** |
| **Quality of Workmanship** |  |  |  |  |  | **4 = Good** |
| **Adequacy of after sales support** |  |  |  |  |  | **5 = Excellent** |
| **Are there any specific ways in which you would like us to improve the product I service we provide?** |

**Thank you very much for your co-operation.**

|  |  |  |  |
| --- | --- | --- | --- |
| Signed: |  | Dated: |  |