

Client Satisfaction Survey

Please complete this form, enclose in the self-addressed envelope and mail to: General Manager
<Address>

The Netherlands

Customer Code:	Rated by:
Date:	

Thank you for taking a few minutes to complete this survey. Your feedback is important to us in our efforts to serve you better.

I. Satisfaction Rating:

For the performance factors listed below, please indicate your evaluation of company's performance.

Performance Factors	Rating	Comments
Safety	<input type="text"/>
Quality	<input type="text"/>
Project planning	<input type="text"/>
Project management	<input type="text"/>
Cost effectiveness	<input type="text"/>
Engineering	<input type="text"/>
Procurement	<input type="text"/>
Construction	<input type="text"/>
Speed	<input type="text"/>
Responsiveness	<input type="text"/>
On – time performance	<input type="text"/>
Innovation	<input type="text"/>
Communication	<input type="text"/>
Management	<input type="text"/>
Executive level contact	<input type="text"/>
Overall	<input type="text"/>

Rating Codes

- 5 = Outstanding
- 4 = Very good
- 3 = Good
- 2 = Fair
- 1 = Poor

II. Importance Rating:

For the performance factors listed below, please indicate the relative importance you attach to each factor.

Performance Factors	Rating	Comments
Safety	<input type="text"/>
Quality	<input type="text"/>
Project planning	<input type="text"/>
Project management	<input type="text"/>
Cost effectiveness	<input type="text"/>
Engineering	<input type="text"/>
Procurement	<input type="text"/>
Construction	<input type="text"/>
Speed	<input type="text"/>
Responsiveness	<input type="text"/>
On – time performance	<input type="text"/>
Innovation	<input type="text"/>
Communication	<input type="text"/>
Management	<input type="text"/>
Executive level contact	<input type="text"/>
Overall	<input type="text"/>

Rating Codes

- 5 = Most important
- 4 = Very important
- 3 = Important
- 2 = Less important
- 1 = Least important

III. Additional Information:

1. How can we better serve your needs?

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2. What is the one thing we can do to most improve?

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3. How can we add value to your business?

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4. Overall, how do you rate Company compared to peer E&C firms?

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5. Which E&C firms do you rate more highly than Company?

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6. Are there any additional comments you wish to provide?

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