



# **BIGGINS & GALLAGHER LTD.**

## **CUSTOMER SURVEY**

Biggins & Gallagher Ltd.

Unit 4 Bellman Court

Great Knollys Street

Reading

RG1 7HN

Tel: 0118 950 7713 Fax: 0118 9503460

Email: [info@bigginsandgallagher.co.uk](mailto:info@bigginsandgallagher.co.uk)

**Introduction**

At Biggins and Gallagher we are continually striving to improve the quality of service we offer our clients. To assist in this we would appreciate feedback regarding what we consider to be key elements of this service, in order that we can organise change to our systems and/or additional training where necessary.

The attached sheets cover Quality, Health & Safety, Environment and Training, and require a check in the box adjacent to that which reflects your opinion of the service provided to you. Additional comments can be included on the final sheet should you feel these will aid improvement in any areas.

We would like to thank you in anticipation of your assistance which we trust will make future encounters as mutually successful as possible.

**Your Company details**

Company Name: \_\_\_\_\_ Morgan Ashurst \_\_\_\_\_

Site Address: \_\_\_\_\_ Oak Building \_\_\_\_\_

\_\_\_\_\_ New Road \_\_\_\_\_

\_\_\_\_\_ Filton \_\_\_\_\_

Telephone: \_\_\_\_\_ 0117 9692202 \_\_\_\_\_

Contact Name: \_\_\_\_\_ Alun Hopkins \_\_\_\_\_

**Quality and Quality Systems**

**Q1** How satisfied were you with the Tender Submission (with regard to the accuracy of its content and the need for revisions)?

Very Satisfied		Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Very Dissatisfied	
10	9	8	7	6	5	4	3	2	1
			*						

**Q2** How satisfied were you with any design work undertaken (includes temp works)?

Very Satisfied		Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Very Dissatisfied	
10	9	8	7	6	5	4	3	2	1
			*						

**Q3** How satisfied were you with the quality of workmanship – finishes of the concrete surface/works etc.

Very Satisfied		Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Very Dissatisfied	
10	9	8	7	6	5	4	3	2	1
			□						

**Q4** How satisfied were you with regard to the handling of Non-conformities and complaints?

Very Satisfied		Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Very Dissatisfied	
10	9	8	7	6	5	4	3	2	1
		✓							

**Q5** How satisfied were you with regard to Biggins and Gallagher's Inspection and testing regime?

Very Satisfied		Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Very Dissatisfied	
10	9	8	7	6	5	4	3	2	1
	✓								

**Occupational Health and Safety Systems**

**Q1** How satisfied were you with Biggins and Gallagher's procedures and attitude to Health and Safety?

Very Satisfied		Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Very Dissatisfied	
10	9	8	7	6	5	4	3	2	1
		✓							

**Q2** How satisfied were you with the way Biggins and Gallagher dealt with Health and Safety incidents/issues?

Very Satisfied		Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Very Dissatisfied	
10	9	8	7	6	5	4	3	2	1
			✓						

**Environmental Systems**

**Q1** How satisfied were you with Biggins and Gallagher's procedures and attitude to Environmental compliance on site?

Very Satisfied		Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Very Dissatisfied	
10	9	8	7	6	5	4	3	2	1
				✓					

**Q2** How satisfied were you with the way Biggins and Gallagher dealt with environmental incidents/issues?

Very Satisfied		Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Very Dissatisfied	
10	9	8	7	6	5	4	3	2	1
				✓					

**Training and Competence****Q1** How satisfied were you with Biggins and Gallagher's Training records and procedures?

Very Satisfied		Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Very Dissatisfied	
10	9	8	7	6	5	4	3	2	1
			*						

**Q2** How satisfied were you with the way senior management dealt with the contract?

Very Satisfied		Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Very Dissatisfied	
10	9	8	7	6	5	4	3	2	1
	✓								

**Q3** How satisfied were you with the level of workforce training/competence?

Very Satisfied		Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Very Dissatisfied	
10	9	8	7	6	5	4	3	2	1
	✓								

**Overall Contractor Rating****Q1** How satisfied were you with regard to Biggins and Gallagher's performance against the Project programme?

Very Satisfied		Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Very Dissatisfied	
10	9	8	7	6	5	4	3	2	1
	✓								

**Q2** How satisfied were you with regard to Biggins and Gallagher's overall performance?

Very Satisfied		Satisfied		Neither Satisfied or Dissatisfied		Dissatisfied		Very Dissatisfied	
10	9	8	7	6	5	4	3	2	1
	✓								

**Specific Issues or Comments**

We were impressed with the leadership and focus of the complete Biggins and Gallagher project team to deliver a successful project