



BIGGINS & GALLAGHER LTD.

CUSTOMER SURVEY

Biggins & Gallagher Ltd.

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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: Balfour Beatty

Site Address: Temple Quay

Plot #7

Avon St

Bristol BS2 OPS

Telephone: 01179 346 400

Contact Name: Jim McGee –

Senior Project Manager – Balfour Beatty Construction

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
			x						

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
			x						

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
		x							

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
		x							

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
			x						

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
			x						

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
			x						

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
			x						

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
			x						

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
			x						

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
		x							

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
		x							

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
		x							

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
	x								

Specific Issues or Comments

The construction of the 13 floor ND2 building adjacent to the floating harbour within the Temple Quay Bristol Campus was always going to be a logistical challenge. Positioned between the existing RBS bank regional headquarters, ND3 commercial building, the construction of the ND2 concrete frame called for particular planning and sequencing such that the adjacent boundary was not compromised and other critical construction activities proceeded.

Biggins & Gallagher's approach to safety, quality and programme allowed for this project to be executed on time with all project milestones achieved.

Safety – no recorded accidents

Quality – issued NCR's were closed out in a timely fashion

Programme – completed the package of works to programme