

	Document Name: Customer Satisfaction Questionnaire					Page: 1 of 1
	Author	L Mouton	Revision No.	0	Document Number	FMA18
	Approved by	F du Plessis	Revision Date	13/11/2018	Process Owner	CMR
	Effective Date	01/12/2018	Uncontrolled if printed. This document is maintained on an electronic Database, the printed version should be compared, as it may be outdated.			

CUSTOMER	Knight Piésold (Pty) Ltd
PERSON COMPLETING FORM	Wayne Hunt
DESIGNATION OF PERSON	Contracts Engineer
DATE	27 March 2019
SIGNATURE	

Ratings	1 = Excellent	2 = Good	3 = Average	4 = Poor	5 = Very Poor	6 = N/A
---------	---------------	----------	-------------	----------	---------------	---------

Kindly rate the following questions		Ratings
1	The quality of the end-product	2
2	The timeous delivery of the end-product	1
3	The meeting of customer requirements	2
4	Chavani's flexibility to accommodate specific customer requests	2
5	Chavani responding timeously to Customer requests	2
6	Display of technical expertise in delivering of service	2
7	Regular, clear and concise communication from Chavani Site Management Team to the customer	2
8	Overall level of service rendered by Chavani	2
9	Chavani's resolving conflict with the customer in a professional way	1
10	Chavani creating a safe work site	1
11	Recommending Chavani to other customers	1

General Remarks or Suggestions:

The Contractor performed well on the contract, completed the works within time, within budget and according to the specifications.

Kindly return the completed questionnaire to: leon@chavani.co.za