Global platforms Ltd		
	CUSTOMER SATISFACTION SURVEY	Issue: 1

Product/service supplied to you: Tunnel Platforms

Completed By Mark Vines Date 06/12/13

Company Balfour Beatty

	Very Satisfied	Satisfied	Average	Poor	Very Dissatisfied
Order Handling	x				
Customer Service (Technical Advice given)	x				
Response Time of our staff	x				
Product Quality		x			
Delivery Documentation		x			
Material Certification		x			
Invoicing		x			
Items delivered	x				
Site Work	x				
Method statements		x			
Risk assessments		x			
Product knowledge	x				
Understanding of your requirements	x				

	Comments
Have any deliveries been short?	No
Have any items been damaged?	Weld/material failure on small elements of the structure but the issue addressed professionally and in a timely manner.
Site work completion (Early On Time Late)?	On Time
Quality of Site work?	Good
Quality of Products?	Good
Would you use us again?	Yes

*Would you also please give any comments on how **Global Platforms Ltd** could **improve** the quality of our services it provides to you?*
Very good service, excellent response time to solving a recent issue. Products fit for purpose and are working extremely well.

How did you hear about our company?

Editorial / Advertising
Web Site
Recommendation
Business Directory

Other