

## TSA PERFORMANCE FEEDBACK FORM

As part of our quality procedures in accordance with BS EN ISO 9001:2001 we obtain regular feedback from our Clients to assess our performance and evaluate where possible improvement opportunities exist.

We would be grateful to receive your feedback via the following questionnaire.

Please detail below a cross section of commissions carried out by TSA within the last 3 years.

Commission/Project	Nature & location of work	Approx value of work
IMCC Relocation to BACE (British Airways)	M&E Performance Specification & Design Work	Total Project value to client £170k approx.
T4 Flythrough Check-in Heathrow (British Airways)	M&E Design Specification	@ £750k

### Performance Assessment

Please tick Very Good (VG), Good (G), Adequate (A), or Inadequate (I). Please elaborate as necessary.

	VG	G	A	I	Comments
Allocation of Resources	✓				
Compliance with Brief	✓				
Cost Control		✓			
Adherence to Programme		✓			
Co-operation with Client/Others	✓				
Quality of Performance & Results	✓				
Technical Ability	✓				
Quality of Reports		✓			
Quality of Inspections/Investigations		✓			
IT Ability	✓				
Communications	✓				
Helpfulness	✓				
Bearing in mind the above would you commission TSA again? If 'No' please give details	YES				

Any Other Comments (please use separate sheet if required)

Good, high quality service whilst providing flexibility to accommodate project requirements made TSA a valued member of the project team.

Reference completed by:-

Signed [Signature] Name JEREMY MOSS

Position Project Manager Date 3/9/02

For & on behalf of Kiley Associates