

# PERFORMANCE FEEDBACK FORM



As part of the TSA quality procedures in accordance with BS EN ISO 9001:2008 regular feedback is requested from our Clients in order to assess TSA performance and evaluate where opportunities for improvements exist.

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

Project	Nature & location of work
Merton Priory Homes	Consultancy and inspection works

## Performance Feedback

Please tick in box	Excellent	Good	Average	Adequate	Poor
Adequacy of resources provided	X				
Clarity of Communications & written documents	X				
Clarity of cost control (if part of TSA brief)	X				
Co-operation with Client & Team	X				
Experience & Building Services knowledge	X				
Fees competitiveness (if tested) & value		X			
Helpfulness of staff	X				
Innovation of options considered	X				
IT Systems used / documentation control	X				
Practicality of options proposed	X				
Programme adherence & control	X				
Project expectations met?	X				
Quality of drawings	X				
Quality of Inspections / Investigations	X				
Quality of reports and technical analysis	X				
Quality of Site Control	X				
Quality of specification and data sheets	X				
Technical ability of staff	X				
Will you use TSA again?	Definitely		<input type="checkbox"/>	Unlikely	<input type="checkbox"/>
	Already using TSA		<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
	Yes, if the need arose		<input type="checkbox"/>		
Would you recommend TSA to others?	Definitely		<input checked="" type="checkbox"/>	Reservedly	<input type="checkbox"/>
	Probably		<input type="checkbox"/>	No	<input type="checkbox"/>

### Other Comments

.....  
 An excellent company to work with and technical knowledge which is also excellent.....  
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Reference completed by:-

Signed *N. Collins* Name Nick Collins MSc TEng MIET .....

Company Merton Priory Homes, The Grange, Central Road, SM4 5PQ. Date July 23<sup>rd</sup> 2012 .....

### Please Return to:

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