

CUSTOMER SATISFACTION SURVEY

This Customer Satisfaction Survey follows the completion of your project, conducted under Boiler and Industrial Plant (Pty) Ltd.'s Standard Conditions of Tender. Your feedback is valued to enhance our services.

1. Project Details:

Project Reference No.:	
Company Name:	
Client Representative Name:	
Project Description:	
Site Location:	
Completion Date:	

2. Customer Survey Questions – 5 – Excellent / 4 – Good / 3 – Average / 2 – Fair / 1 – Poor

Questions	5	4	3	2	1
In thinking about your recent experience with BIP, how was the quality of customer service you received?					
How would you rank the professionalism of BIP employees?					
How satisfied are you with the value of your project?					
How would you rank the speed at which your project was completed?					
How would you rank the accuracy of the project plan with project completion?					
How would you rank the level of BIP customer contact for your project?					
How would you rank your satisfaction overall with your experience with BIP?					

3. Do you have any comments of suggestions for how we can improve?

3. Signatures

BIP Representative	Full Name		Position		Date	
Client Representative	Full Name		Position		Date	

BIP Representative	Signature	
Client Representative	Signature	

The undersigned, duly appointed by their company, confirms their authority and responsibility to complete this survey, consistent with Boiler Industrial and Plant (Pty) Ltd.'s Conditions of Tender.