



Southern Cranes & Access
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Dear Sir/madam

Customer Satisfaction Survey

As part of our ongoing Quality Assurance Programme I should be grateful for your comments on the service we provided following a recent lifting operation carried out at your site. Please complete the following short questionnaire and return it to us by email, post or fax. Please feel free to make any additional comments in the space provided.

	Yes	No
Did the crane arrive on site on time?	<input type="checkbox"/>	<input type="checkbox"/>
If not, was a satisfactory explanation offered?	<input type="checkbox"/>	<input type="checkbox"/>
Was all the special equipment supplied to order?	<input type="checkbox"/>	<input type="checkbox"/>
Was the lift plan discussed with the appropriate staff?	<input type="checkbox"/>	<input type="checkbox"/>
Were Southern Cranes staff helpful and courteous?	<input type="checkbox"/>	<input type="checkbox"/>
Was the job completed in a professional manner?	<input type="checkbox"/>	<input type="checkbox"/>
Did Southern Cranes staff follow the Health and Safety Code of Practice?	<input type="checkbox"/>	<input type="checkbox"/>
On completion of the job was all the appropriate paperwork completed?	<input type="checkbox"/>	<input type="checkbox"/>
How did you hear about us?		
Have you ever visited our web-site?	<input type="checkbox"/>	<input type="checkbox"/>
Do you find the web-site useful?	<input type="checkbox"/>	<input type="checkbox"/>
Other comments		
Signed:	On behalf of:	

Thank you for taking the time to complete this questionnaire and we hope that we can be of service to you again in the near future.

Yours faithfully

Karen Thorpe
Quality Manager