



# CUSTOMER SATISFACTION

## PERFORMANCE INDICATOR REPORT

### SITE SERVICES

**RED ROOSTER**  
**LIFTING**

RAISING EXPECTATIONS

<b>PART 1 - CUSTOMER DETAILS</b>	<b>CUSTOMER</b>	
	<b>CUSTOMER LOCATION</b>	
	<b>SITE ACTIVITY</b>	

The purpose of this Performance Indicator Report is to gain feedback from the Customer on their perception as to whether Red Rooster Lifting has met customer requirements. This feedback forms a part of our QMS continual improvement.

<b>PART 2 - CUSTOMER PERCEPTION OF RED ROOSTER</b>	PERFORMANCE INDICATOR		PERFORMANCE RATING (Mark the score rating appropriate to the Red Rooster Lifting performance)					
	ITEM	SCORE CRITERIA	N/A	POOR	MEDIOCRE	ADEQUATE	GOOD	EXCELLENT
		SCORE RATING	N/A	2	4	6	8	10
	1	Communication with Customer						
	2	Organisation / Punctuality						
	3	Site Work - Service / Repairs / Inspection						
	4	Site Work - Installation						
	5	Certification						
	6	Quotations and Information						
	7	Health & Safety						
8	Correct Waste Disposal							

<b>PART 3 - ADDITIONAL COMMENTS &amp; COMPLETED BY</b>	<b>CUSTOMER'S ADDITIONAL COMMENTS</b>					
	<b>COMPLETED BY THE CUSTOMER REPRESENTATIVE</b>					
	<b>PRINT NAME:</b>		<b>JOB TITLE:</b>		<b>DATE:</b>	

Thank you for completing our customer satisfaction report, which really helps to gauge exactly how our customers feel about Red Rooster Lifting. We also supply a range of Air Hoists, KITO Electric and Manual Hoists, EMCE Winches, Load Measuring Equipment, Overhead Cranes, Air Hoist and Load Measuring Equipment Rental as well as Site Engineers for inspection and overhead crane repairs which our knowledgeable team would be pleased to help you with. Red Rooster can also design bespoke lifting solutions designed and manufactured to suit your needs

<b>PART 4 - RRL IN-HOUSE USE</b>	<b>TOTAL OF SCORES</b>	Add up all scores. Total out of 100 is achieved. This then relates to a % score					
	<b>OVERALL CUSTOMER PERFORMANCE RATING PERCENTAGE:</b>			%	<b>FORM NO</b>		