

**PA GROUP LIMITED**  
**CUSTOMER SATISFACTION SURVEY**

I would be grateful if you would please take a few minutes to fill this form in.

Completing it will benefit you by enabling me to hear how you feel about us and for me to find ways to improve our service.

**Please either post to me:**

Chris Miller-Hanna  
**Managing Director**  
PA Group Limited  
The Granary  
Pinden Farm  
Dartford  
DA2 8AE

**Or FAXBACK for my attention on:**

**0845 484 0173**

**THANK YOU FOR YOUR CO-OPERATION**

**YOUR NAME:**

**JOB TITLE:**

**ORGANISATION:**

	STRONGLY AGREE	AGREE	UNSURE	DISAGREE	STRONGLY DISAGREE	NONE OF THESE
<b>How did we perform on your project?</b>						
Your response to my order was prompt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You kept your promises to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You responded promptly to my communications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was kept informed in an appropriate manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You understood my business objectives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service provided was of the agreed quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You communicated with me regularly during the project	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You adhered to the agreed programme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You were courteous in your dealings with me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You were professional in your approach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our ability to solve any problems was good	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You submitted the report on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I found the report format easy to read and understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I found the report concise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I found the report to be a valuable management tool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*(Please place an X in the boxes)*

**Which service did we provide?**

Survey

Removal

Both

Other

**How often do you place business on asbestos related services?**

Weekly

Monthly

Yearly

Rarely

**Are there any additional services we could offer?**

Yes

No

**Do you use any similar services?**

Yes

No

**If yes, please specify:**

**Have you used our website?**

Yes

No

**If yes, what did you think of it?**

**What is your perception of PA?**

**How long have you used our Services?**

less than 1 year

1-3 years

3-5 years

More than 5 years

**How did you find out about us?**

**Are there any other comments you wish to make?**

**e.g. Ways to improve:**

- Our reports
- Our service