

Appendix 5 – Blank Client Feedback Form



Listen, Act, Measure – Client satisfaction - Detailed

Contract name: Shropshire Council Highways & Transport Engineering Consultancy		General comments on performance & experience to date Service Area 3 Flood and Water Management. Tims Sneddon; Operations Manager on behalf of Shropshire Council. Mike Pugh is WSP Service Lead. Period 1st October 2017 to 30th April 2018. Overall Performance of Drainage Service Area is
Contract number:	Contract value: (£300k per annum)	
Framework: Term Service Contract 2015 (Professional Services)		
Sector: Local Authority		
Client organisation name: Shropshire Council		
Type: <input type="checkbox"/> Public <input type="checkbox"/> Private <input type="checkbox"/> Regulated <input type="checkbox"/> Advisor <input type="checkbox"/> Internal		
Client contact name: Tim Sneddon		<input type="checkbox"/> Strategic <input type="checkbox"/> Operational
Client job title: Environmental Maintenance Operations Manager		
Date of interview: 23rd April 2018	Business stream: WSP	Business unit:
Stage: <input type="checkbox"/> 1. End of pre-contract negotiation or mobilisation <input type="checkbox"/> 2. Mid contract <input type="checkbox"/> 3. Post completion		

SATISFACTION	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
1. Overall satisfaction with WSP										
Comments										
2. Understanding your needs										
Comments										
3. Budget management										
Comments										
4. Programme management										
Comments										
5. Health, safety & environment										
Comments										
6. Team work & collaboration										
Comments										
7. Serving your customers										
Comments										
8. Impact of defects/resolution of issues										
Comments										

SATISFACTION	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
9. Quality of service										
Comments										
10. Quality of product or outcome										
Comments										
11. Quality of our people (Enthusiastic? Collaborative? Forward thinking?)										
Comments										
12. Approach to innovation										
Comments										

LOYALTY	Extremely Unlikely					Extremely Likely				
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
13. How likely to recommend WSP										
Comments										

EFFORT	Extremely Difficult					Extremely Easy				
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
14. How easy is WSP to do business with?										
Comments										

MARKET PERCEPTION			
15. Comparison with competitor?	<input type="checkbox"/> Better	<input type="checkbox"/> Same	<input type="checkbox"/> Worse

Overall comments / Key issues to prioritise

Would you be happy to provide WSP with a reference? <input type="checkbox"/> Yes <input type="checkbox"/> No	Interviewer name:
Date of next review:	Interviewer role:
Client name: PRINT	
Client signature:	