Appendix 6 Completed KPI 5 Client Feedback Forms





Contract name: Highways Term Engineering	Contract name: Highways Term Engineering Contract (HTEC)							ance & expe	arience to dat	e					
Contract number: 70036575 Con	tract value: (5m p/a	o Mouchel)												
Framework: Shropshire Council															
Sector: Local Government Transport															
Client organisation name: Shropshire Council															
Type: Public Private	Regulated	A	tvisor	Internal	_										
Client contact name: Hugh Dannatt & Victoria	a Merrill														
Client job title: Service Manager & Transport	Commissio	oner			Strat	tegic		✓ Ope	rational						
Date of interview: 03.12.2018 Busine	ess stream:	T&I	_		Busines	s unit: 503	340								
Stage: 1. End of pre-contract negotiation of	r mobilisation	n [2. Mid co	ontract			3. Post	completion							
	TISEACTION Totally Mostly				Neither Sa	atisfied	Mo	stly	Tot	ally					
SATISFACTION	Dissati		Dissa		or Dissa			sfied	Satis						
Please tick as appropriate	1	2	3	4	5	6	7	8	9	10					
1. Overall satisfaction with WSP				~											
Comments															
See below.															
2. Understanding your needs					~				-						
Comments								1							
There was poor communication from both s scheme cost estimates from WSP and there															
3. Budget management							~								
Comments															
Symptomatic of the quality of the brief provi to variations after the brief has been agreed					to what we ha	ave been a	asked to d	lo. Someti	mes this giv	ves rise					
4. Programme management			~												
Comments															
Client would like to see profiling against the an issue with programming within scheme (
5. Health, safety & environment										~					
Comments No issues or comments.															
6. Team work & collaboration		~													
Comments															
WSP traffic staff do not work together as a picking up on other schemes that may affect															
7. Serving your customers							~								
Comments															
Since August, Kiri Hatton has doing a sterlin within Shropshire Council. The client has o															
8. Impact of defects/resolution of issues				~											
Comments															
There are occasions where the client was n Crossroads & the police). The client has ot															





SATISFACTION		tally atisfied	Mos Dissat			Satisfied atisfied		stiy		tally sfied
Please tick as appropriate	1	2	3	4	5	6	7	8	9	10
9. Quality of service					~					
Comments See responses to previous questions for a	narrative.									
10. Quality of product or outcome					~					
Comments										
There has been technical work provided b errors with sign design. There is an elem										
11. Quality of our people (Enthusiastic? Collaborative? Forward thinking?)				~						
Comments										
There is not a lot of enthusiasm within the traffic team do not appear to understand h										
12. Approach to innovation	2		~							
Comments			L							
There is a distinct lack of innovation within	the traffic to	e hoe mee	tendency t	o over-en	nineer rath	or than inte	most the r	to trateor	a erhama a	nd adapt

There is a distinct lack of innovation within the traffic team and a tendency to over-engineer rather than interpret the context of a scheme and adapt accordingly.

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

Comments

The client may recommend WSP's traffic team to others but would provide strong cautionary words to any prospective party approaching the team to undertake work.

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

Comments

The traffic team are difficult to do business with as they can be over-defensive, opinionated, and disorganised. Early warnings are seen by the team as confrontational and received negatively.

MARKET PERCEPTION

15. Comparison with competitor?	Better	Same	Worse

Overall comments / Key issues to prioritise

The service that WSP implied they would deliver in that they can bring in resources to cover any shortfall has not been demonstrated within the traffic team. Any additional requirement or shortfall of traffic engineers has been communicated to the client as a problem that the client needs to resolver, this should not be the case. This has been demonstrated in the recent traffic support brief sent to WSP in August, that asked for two engineers that the team stated they could not resource. As a result, the brief needed to be modified.

Comparison with competitor cannot be answered as there is not competition.

Would you be happy to provide WSP with a reference?	✔ Yes	No	Interviewer name: Joshua Greenroyd	
Date of next review:			Interviewer role: Project Manager	
Client name: PRINT Victoria Merrill & Hugh Dannatt				
Client signature:				



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Contract name: Resurfa	cina	General comments on performance & experience to date
Contract number:	Contract value: (local value to Moothel)	
Framework:		
Sector: LOLA AN	thority]
Client organisation name:		
Type: Public Private	Regulated Advisor Internal]
Client contact name:		
Client job Iffie:		Strategic Operational
Date of interview:	Business stream:	Business unit:
Stage: 1. End of pre-contract nego	tation or mobilisation 2. Mid contract	3. Post completion

SATISFACTION	Diss	atisfied	Diss	tisfied		Satisfied satisfied		stly	Tot	ally
Please tick as appropriate	1	2	3	4	5	8	7	8	9	10
1. Overall satisfaction with WSP									1	
Comments										
2. Understanding your needs								I	1	
Comments										
3 Budget management					I			1	1	
Comments										
4 Programme management					I				1	
Comments										
5 Health, safety & environment			Ι	1				17	Í	
Comments										
6 Team work & collaboration										1
Comments										
7 Serving your customers		1		1	1					
Comments										
8. Impact of defects/resolution of issues	1	I		T	1				Ĺ	
Comments										

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SATISFACTION	Tota Dissati		Mo			Satisfied		stly		ally
Please tick as appropriate	1	2	3	4	5	6	7	8	9	10
9. Quality of service								1		
Comments										
10 Quality of product or outcome								1		-
Comments		-1				L				
11. Quality of car people (Entrustatic? Colaborative? Forward thinking?)	ГТ	T	- 1		1			1		
Comments										
							1			
12 Approach to innovation Comments	1						V			
LOYALTY	Extremely	y Unlikely	,		(here)				Extreme	ly Lik
	Extremely 1	y Unlikely 2	, 3	4	5	1.6.1	,		Extreme	Contraction in the
Please tick as appropriate 13 How Likely to recommend WSP	and the second second	A PROPERTY OF	W. Col. Contra	4	5	6	,	•	Extreme 9	ly Lik 10
lease tick as appropriate 3 How tkely to recommend WSP comments	1	A PROPERTY OF	3	4	5	•	7	•	ALC: NO.	1
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Vesse tick as appropriate 3 How Likely to recommend WSP comments EFFORT Vesse tick as appropriate 4 How easy is WSP to do business with?	1 Extre	2 mely Diff	3 Ioult	-1					9 Extreme	11 aly Ex
Please tick as appropriate 3 How tkely to recommend WSP comments EFFORT Please tick as appropriate 4 How easy is WSP to do business with?	1 Extre	2 mely Diff	3 Ioult	-1					9 Extreme	1
Vesse tick as appropriate 3 How tkely to recommend WSP comments EFFORT Nesse tick as appropriate 4 How easy is WSP to do business with? comments	1 Extre	2 mely Diff	3 Ioult	-1					9 Extreme	11 aly Ex
Vesse tick as appropriate 3 How likely to recommend WSP comments EFFORT Vesse tick as appropriate 4 How easy is WSP to do business with? comments MARKET PERCEPTION	1 Extre	2 mely Diff	3 Ioult	4					9 Extreme	11 aly Ex
Isase tick as appropriate 3 How tkely to recommend WSP comments EFFORT Base tick as appropriate 4 How easy is WSP to do business with? comments EARKET PERCEPTION 5 Comparison with competitor?	1 Extra	2 mely Diff	3 Ioult	4					9 Extreme	aly E
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Issee tick as appropriate 3 How tkely to recommend WSP omments		2 mely Diff	3 ioutt 3	e e e e e e e e e e e e e e e e e e e	Same	6 s uent con	7 	e view of the second se	9 Extrem 9	1 aly E
Isase tick as appropriate 3 How tkely to recommend WSP comments EFFORT Isase tick as appropriate 4 How easy is WSP to do business with? omments MARKET PERCEPTION 5 Comparison with competition? verail comments / Key Issues to prioritise Ex cellend Performent Standords have a togeth for 12 months		2 mely Diff 2 source construction and and and and and and and and and and	3	Real Real	Same	6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	7 7 	С	9 Extreme 9	
Isase tick as appropriate 3 How likely to recommend WSP comments EFFORT Isase tick as appropriate 4 How easy is WSP to do business with? comments MARKET PERCEPTION 5 Comparison with competitor? Warall comments / Kay issues to prioritise Ex collent Performants Standards have a topool Performants / (a Tagets for 12 month on Surface drees	1 Better 1 Better -ce c continue o Ilaboo Sing	2 mely Diff	3 icult 3 	Redu Redu	Same	end con Stado	7 7 	С	9 Extreme 9	
toward Partnering /c Tagets for 12 month	1 Better 1 Better -ce c continue o Ilaboo Sing	2 mely Diff	3 icult 3 	Real Real	Same	6 6 1 1 1 1 1 1 1 1 1 1 1 1 1	7 7 	С	9 Extreme 9	



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Listen, Act, Measure – Client satisfaction - Detailed

		Gene	ral comments	on periorin	ance a expe	nerioe to di	ate					
Contract number: TEC15 / 70036575 Con	tract valu	e: o5m.p/a o	o Mouchel)									
Framework: Shropshire												
Sector: Local Government / T&I												
Client organisation name: Shropshire Council												
Type: Public Private	Regulat	led Ad	lvisor [Internal								
Client contact name: Matt Johnson & Victoria	a Merrill				_							
Client job title: Transport Commissioner(s)					🖌 si	rategic		Ope Ope	rational			
Date of Interview: December 2018 Busine	ess strear	n: T&I			Busin	ess unit: 500	340					
Stage: 1. End of pre-contract negotiation of	or mobilisa	rtion	2. Mid o	ontract			3. Post (completion				
SATISFACTION		atisfied		stly		Satisfied satisfied		stly		otally		
Please tick as appropriate	1	2	3	4	5	6	7	8	9	10		
1. Overall satisfaction with WSP	and the state of							~				
Comments See below.												
2. Understanding your needs								~				
fartin Withington understands what the clie	ent requi	res before t	here is a re	quiremen	t; however,	sometimes	this can o	wer and ab	ove what	is needed		
			1	1								
and the second										~		
Comments	ient is al	ways kept ir	nformed of	any work	that may he	ave a budge	tary implic	cation.		~		
Comments No concerns. Particularly with LTP4, the cl	ient is ak	ways kept ir	nformed of	any work	that may h	ave a budge	tary implic	cation.		<i>v</i>		
Comments No concerns. Particularly with LTP4, the cl 4. Programme management Comments No concerns with programme management	t and the	client is ker	pt informed	l through p	project upda	ates. There	has been	✓ one occas	ion where	drift has		
Comments No concerns. Particularly with LTP4, the cl 4. Programme management Comments No concerns with programme management raused an issue - the annual monitoring su	t and the	client is ker	pt informed	l through p	project upda	ates. There	has been	✓ one occas	ion where seed with	drift has		
Comments No concerns. Particularly with LTP4, the cl 4. Programme management Comments No concerns with programme management raused an issue - the annual monitoring su 5. Health, safety & environment Comments	t and the	client is ker	pt informed	l through p	project upda	ates. There	has been	✓ one occas	ion where ced with	drift has the work.		
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Comments No concerns. Particularly with LTP4, the cl 4. Programme management Comments No concerns with programme management caused an issue - the annual monitoring su 5. Health, safety & environment Comments No comment. 6. Team work & collaboration Comments Level of interaction is appropriate for the level	t and the rveys wa	dient is kep is delivered	pt informed late which	I through p may have	project upda	ates. There	has been	✓ one occas	ceed with	drift has the work.		
Comments No concerns. Particularly with LTP4, the cl 4. Programme management Comments No concerns with programme management caused an issue - the annual monitoring su 5. Health, safety & environment Comments No comment. 6. Team work & collaboration Comments Level of interaction is appropriate for the level 7. Serving your customers Comments Diverall this is o.k. However, during the LTH	t and the rveys wa vel of wo P4 engag	client is ker is delivered rk required	finformer late which from the c	I through p may have	project upda	ates. There issue if the	has been client war	one occas	€eed with	drift has the work.		
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Budget management Comments No concerns. Particularly with LTP4, the cl Programme management Comments No concerns with programme management caused an issue - the annual monitoring su 5. Health, safety & environment Comments No comment. 6. Team work & collaboration Comments Level of interaction is appropriate for the lev 7. Serving your customers Comments Overall this is o.k. However, during the LTI handle the tables to which they were assign 8. Impact of defects/resolution of issues Comments	t and the rveys wa vel of wo P4 engag	client is ker is delivered rk required	finformer late which from the c	I through p may have	project upda	ates. There issue if the	has been client war	one occas	€eed with	drift has the work.		

the traffic team. There was a fundamental misunderstanding of what the client required although there has been a willingness to try to get it right.





SATISFACTION		atisfied	Mostly Dissatisfied			Satisfied atisfied	Mostly Satisfied		Totally Satisfied	
Please tick as appropriate	1	2	3	4	5	6	7	8	9	10
9. Quality of service							~			
Comments										
The score has been brought down due to office has been really good so far.	the perform	ance on th	e accident	duster si	te commiss	ion. The wo	ork conduc	ted outside	e of the Shr	rewsbu
10. Quality of product or outcome							~			
Comments										
As Q9.										
11. Quality of our people (Enthusiastic? Collaborative? Forward thinking?)	6							~		
Comments				·						
Overall very good, however there are sor	ne WSP staf	f that are n	ot forward	thinking.	This lack o	f self-reflect	ion has ca	used probl	iems for the	dien

e.g. the accident cluster site report.					
12. Approach to innovation		~			
Comments					

No real examples where innovation has been suggested or required.

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

EFFORT	Extrem	ely Difficu	It	Lainter		-		(and a	Extrem	ely Easy
Please tick as appropriate	1	2	3	4	5	6	7	8	9	10
14. How easy is WSP to do business with?							~			
Comments		-								

There is a difference between staff locally and elsewhere in WSP.

Better

MARKET PERCEPTION 15. Comparison with competitor?

Same

Worse

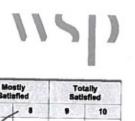
Overall comments / Key issues to prioritise			
Would you be happy to provide WSP with a reference?	✓ Yes	No No	Interviewer name: Josh Greenroyd
Date of next review:			Interviewer role: Project Manager
Client name: PRINT Victoria Merrill			
Client signature:			1





Contract name: TECIS-				Genera	comments	on performa	ince & expe	rience to date)
Contract number 2036575 Co	intract value: this	vicue to Mosichel)	in da						
Framework: SHRAPSHIRE COUN									
Sector HDC.									
Client organisation name: SHROPSHIV	RE COUN	KII							
	Regulated [🗌 Internal						
Client contact name: CEMA CAL	Ney.						/		
Client job litte: DEVELOPING H	ICHIWAUS	AREAM	WACHER	2. Stra	Itegic		Ope	rational	
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Stage: 1. End of pre-contract negotiation		V2 Mid	contract		Ĺ	3. Post c	ompletion		
	Totally		anth:	Neither S	atlaffad	Mo	the	Tota	ally
SATISFACTION	Dissatisfie		Mostly Disastisfied		tisfied	Satis		Satis	
Please tick as appropriate	1	2 3	4	5	6	7		9	10
1. Overall satisfaction with WSP						~			
OVERA(1 SATISFITED) (SSUE L	EVE(OF	STVA	≏ F ƙ	Esco	DUCEN	5
2. Understanding your needs								1	
Comments N/A.									/
3. Budget management								~	
Comments OPERTER LEVE	C OF SI	UPPORT IMPROV	ON	BUDDO	es n de	une	(CEU)	en	_
4. Programme management			1					~	
Comments N/A.									
5. Health, safety & environment									
NA.									
6. Team work & collaboration								1	
CONTINIED GOD	D WOR	inno Ri	ETATIC	NSHN	P.			-	
7. Serving your customers									
Comments RESPONSE TO	DM E	NQUIRE	s.					/	
8. Impact of defects/resolution of issues			1	1			1		
Comments RIENSTATE REGULT	AR CAT	CHUP A	VEETI	NG.					





SATISFACTION		tally		stly		Satisfied atisfied		ostly	To	tally
Please tick as appropriate	1	2	3	4	5	6	7	6		10
9. Quality of service	23						V	1	Stones.	-
LACK OF RESCOURE	s a	:						1		1
10. Quality of product or outcome					1	1 1	~	1		T
Comments CENERALLY S	ATISIF	EO					V			
11. Quality of our people (Enhusiastic? Collaborative? Forward thinking?)								V	T	
NIA.										
12 Approach to innovation							1	-	1	
Comments N/A										
LOYALTY	Extreme	y Unlikely	y	S. Store	5-1-28-5	30.72	3.12	-	Extreme	iv Likely
Please tick as appropriate	1	2	3	4	5		7			. 10
13 How likely to recommend WSP Comments	1							1980	1	- 10
Please tick as appropriate 14. How easy is WSP to do business with: Comments MARKET PERCEPTION		2	3		5		7		•	_ 10
5. Comparison with competitor?	Better			25	ame			Worse		1210
Overall comments / Key issues to prioritise	T Milde H	5.25%	and a	57.00	121-141	and the second	100	- money		TUNK
- RESCOURCE FOR ST - SET WORKSUOP R - HARMY WITH S	OR P					1ES .				
Vould you be happy to provide WSP with a	reference?	P	Yes [No	Interview	er name: C	AMER	w PA	RRY.	19-40
late of next review. TRC.						er role: -5		I THE REAL PROPERTY AND ADDRESS OF THE REAL PROPERTY ADDRESS OF	HNICAA	E,
illent signature: Gr hale	cance	7			Auth .	50	-		CPM	
age 2 of 2	,				6	04-11	9	2	- February	/

Stropshire ---

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Contract name: HTEC Shupphure	General comments on performance & experience to date
Contract number: 70048443 Contract value: Inter value to Mounter E 7	0,781
Framework:	
sector: Asset Management Support	
Client organisation name: Shrapshure Council	
	emai
Client contact name: Steve Brown.	
Client job the Intervit Head of Infrastrusture + Cont	1Unini Strategic Operational
Date of Interview: 20 12 . 2018 Business stream:	Business unit: 50 340
Stepe: 1. End of pre-contract negotiation or mobilisation	t 3. Post completion

SATISFACTION		tally tisfied		stisfied		Satisfied attacks		stly	Satis	fied
Please tick as appropriate	1	2	3	4	5	6	7	8	9/	10
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Comments										
2. Understanding your needs				Ι					\Box	
Comments									Υ,	
3. Budget management		Ι	I	Τ	[
Comments									,	
4. Programme management			1	T	1					
Comments										
5. Health, safety & environment		1	Ι	Ι				I		
Comments										/
6. Team work & collaboration				1						
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7. Serving your customers		1						1		$ \chi $
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8. Impact of defects/resolution of issues									T	rt
Comments										V



N Sł	ropshire
C.Z. Mass	Hand Hood Martin

SATISFACTION	Totally Mostly Neither Satisfied Mostly Dissatisfied Dissatisfied or Dissatisfied Satisfied						To: Sati	sflo		
Please tick as appropriate	1	2	3	4	5		7	8	1 %	
9 Quality of service									V	
Comments										
										_
10 Quality of product or outcome										1,
Comments										1
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(Entrustastic? Collaborative? Forward thinking?) Comments	-	L			1					4
										1
12 Approach to Innovation		1	1					1	T	Г
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LOYALTY				10000						140
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13 How likely to recommend WSP	1.1.1	1994 * 199	2 905 - 903		D	0	1000			-
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14 How easy is WSP to do business with? Comments					Same		7			Ī
14 How easy is WSP to do business with? Comments MARKET PERCEPTION 15 Comparison with competitor?			L. H.		Same	a + .	7 [[Worse	Gran	Ī
14 How easy is WSP to do business with? Comments MARKET PERCEPTION 15 Comparison with competitor?		er Iíc)	J. J.		Same	e + -	E		from	
14 How easy is WSP to do business with? Comments MARKET PERCEPTION 15 Comparison with competitor?	Z Benn Z Benn S	#" 1.211	F.J.		Same	e + -	[Dup	Worse	from	
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14 How easy is WSP to do business with? Comments MARKET PERCEPTION 15 Comparison with competitor?	Den Sis I	er Loin	F.J.	I See	enie N Nal 20/12	e + -	E Sup Sup t	Worse Pat - ens Ydle	from	
14 How easy is WSP to do business with? Comments MARKET PERCEPTION 15 Comparison with competitor? Overall comments / Key issues to prioritise Comments / K	D Betti S S Cole Gerence	er Loin	F. L.	L S S S S S S S S S S S S S S S S S S S	enie N Nal 20/12	e + : b) 0 (1) ty -	E Sup Sup t	Worse Port Tala	from Lace	
14 How easy is WSP to do business with? Comments MARKET PERCEPTION 15 Comparison with competitor? Overall comments / Key issues to prioritise Comments / K	Better S Better S S S S S S Gerence	er Loin	F. L.	L S S S S S S S S S S S S S S S S S S S	enie N Nal 20/12	e + 5)2 (7 - (18 wer name:	E on c t p	Worse Port Tala		





Contract name: Shropshire Council }	lighways & Transport Engineering Consultancy	General comments on performa	nce & experience to date				
Contract number:	Contract value: (lotal value to Moushel)	Service Area X					
Framework: Term Service Contract	2015 (Professional Services)	Joe Bloggs; Service Manage	er on behalf of Shropshire				
Sector: Local Authority		Council. AN Other: WSP Service Lea	d.				
Cliant organisation name: Shropshire	Council	Period 1 October 2018 to 31	March 2019				
Type: Public Private	Regulated Advisor Internal	Overall Performance of Serv	ice Area is				
Cient contact name Malt	Johnson .	Overall Periorination of Serv					
Client job Elle: OSHESTY	HIF	Strategic	Operational				
Date of interview:	Business stream: WSP	Business unit: LOCAL	GOVERNMENT.				
Stage: 1. End of pre-contract neg	otiation or mobilisation	3. Post of	mpletion				

SATISFACTION		tisfied		stly	or Diss				Setis	
Please tick as appropriate	1	2	3	4	5	6	7	8	9	10
1. Overall satisfaction with WSP										
comments Pleased with how hisp Short form turkfram	have HCS .	bcen	172	CHWC .	and a	RCcom	odał	ing o	e e	
2. Understanding your needs								/		
Had to Nork Cross o	lincral	atc. L	ncler	stow	dep	th of	Car	porah	r Intern	st.
3. Budget management									-	
Comments Astacl not to Spenal as required.	Hat	then	Eso	ot i	18/11	i, and	d SI	luck.	to the	IS
4. Programme management										
Shill on programme. T	right	progu	ennk,	SKI	cn He	ick to	ad	uire.		
5. Health, safety & environment								/		
Lunched Rick at th	his p	point	in d	oragi	anne					
6. Team work & collaboration	1				1					L
Comments	hep	by to	20	κw	in ,	en-cl	icnt	reps.		
Work Closely. Tean										
Comments Work Closely. Tearn 7. Serving your customers	1	1	[Ι	1	1		1		
Ŭ		ent a	a⊢ +	luis	stage	: .			1	
7. Serving your customers		ent é	<u>s</u> ⊢ +	tuis	stage			I		

Π		2	П	D
D	N			D
			Π.	

	Dissat	ally tisfied		stly tisfied		Satisfied atisfied		astly isfied	To	tally
lease tick as appropriate	1	2	3	4	5	6	7	8	9	10
Quality of service								1	17	
actually a	lverie	Nr						-		
lafleded client an	0 0	klorn	al n	quu	RACA	ts.				
 Quality of product or outcome 				-				1	1	
NA-TBC 24	Ana	1 d	esign	an	s pr	0000	TCN	sia	gc.	L
1. Quality of our people https://www.commonstead.com/									1	
and the second s	USP USP	Nor dis	k b	oth	rvan	Inte	<i>ra</i> al	kan	an	d
2. Approach to innovation omments			1					/		
tore innovative than Relivered nor than SCAPE netwood process OYANTY	JUS	r t	shid	-	a 1	SP the SCA.	A 1			Ng
OTAETT	Extremely	y Unlikely	Children in		Silver a			the south	Extremel	
esse tick as appropriate	1	2	3	4	5	6	7	8	9	10
How likely to recommend WSP									-	
s client w/ sc, n	otui	ng h	o in	allaa	t av	ynha	τ.	else	Novid	br
FFORT	Extre	mely Diff	cult		Start -	1.00	3.4		Extreme	ly Easy
ease tick as appropriate	1	2	3	4	5	6	7	8		10
How easy is WSP to do business with?								/		and a second
of got linked IT s	ysie r	15.								
ARKET DEPOSPTION		Sec. Sec. Sec. Sec. Sec. Sec. Sec. Sec.		ALC: NOT THE OWNER OF		and the second division in which the				
the second se	7.0	198 2	1024		18-40 M					100
the second se	Betler			s	ате] Worse		
Comparison with competitor?	Betler			s	ame] Worse		
ARKET PERCEPTION Comparison with competitor? JA [verall comments / Key issues to prioritise As Aborc ,	Better			s	ame] Worse		
Comparison with competitor? NA [erati comments / Key issues to prioritise As Aborc ,				s	ame			Worse		
Comparison with competitor? NA [erati comments / Kay issues to prioritise AS Aborc , uld you be happy to provide WSP with a rel	ferance?		Yes	_ s	Interview	If Dame:	- Enn	H N1		
Comparison with competitor? NA [erati comments / Key issues to prioritise AS ADORC , uld you be happy to provide WSP with a re- e of next review: September	lerence? 2019	1	Yes [Interview	rr name: (er role: P	- Enn	H N1		ER.
Comparison with competitor? NA [erati comments / Kay issues to prioritise AS Aborc , uld you be happy to provide WSP with a rel	lerence? 2019	1	Yes [Interview		- Enn	H N1		ER.

Shropshire

Shropshire

1150

Contract name Shrewsoury Integrated	d Transport Pa	ckage and	Oxon Link	Pload	00.00	ar commencer	on perioriti	ance a espe	inginen to de	
Contract number: 62240551/622405	Contract value	e @2m+	to Musicherly							
Framework Shropshire Council Term	Engineering C	Contract								
Sector: Local authority										
Client organisation name: Shropshire C	ouncil									
Type: Public Private	Regulat	• 🗌 bed	dvisor [Internal						
Client contact name: Matt Johnson										
Client job title: Strategic transport and	contracts man	ager			SI SI	rategic		Ope	rational	
Date of interview: 30/10/18	Business stream	n: Transpo	nt & Infrast	ructure	Busin	ss unit: Hig	hways			
Stage: 1. End of pre-contract negot	iation or mobilise	tion	2. Mid e	contract			3.Post	completion		
SATISFACTION		stisfied		ostly stisfied		Satisfied atisfied		stly sfied		tally sfied
Please tick as appropriate	1	2	3	4	5	8	7	8	9	10
1. Overall satisfaction with WSP									1	1

Piease tick as appropriate		1 4	3		0		1 1			10
1. Overall satisfaction with WSP									1	
Comments										
2 Understanding your needs				Γ	[1
Comments										
Needs set out in OBC. On target to meet re businesses and SC staff (A Wigley - cetlar					iders - S H	lughes has	deall with	members	of the public	C.
3. Budget management		T		1					1	
Comments									-	
SITP - had to re-adjust the yearly budget, t has also been involved in the CIL working			orofile. OLI	R - G Dymo	and has wo	rked with t	he LEP on	the spend	profile. G D	ymond
4. Programme management							1		1	
Comments										
SITP - management of programme excelle this is down to Shropshire Council (plannin			elf in tatle	rs - nol dow	In to WSP.	OLR - no	problems.	Programm	e has slippe	d but
5. Health, safety & environment		T		1	Ι		1		1	
Comments M Lake's CDM overview is MJ's safety net. structures client (G Singh) and is dealing w				&E require	ments To	wn Walls c	ellar - team	n is engagi	ng with SC	
6 Team work & collaboration							1	1		
Comments							-	-		
Project management - convening periodic	meetings	secretariat	role, ensu	uring projec	t keeps on	moving wi	hen client l	sn't availab	ile - all good	đ
7. Serving your customers		Γ	I	1	1		T	1		
Comments				1					-	
External customers (residents, businesses Would still like an additional resource to he										
8. Impact of defects/resolution of issues							1	1	1	
Comments										
Through no fault of WSP, a poor contracto also be noted.	r has bee	n taken on I	for Pride H	III. The Issu	ues have b	een dealt v	with excelle	intly. F Boo	ch's role st	bluor





		atisfied		stly tisfied	Neither S or Dissa		Mon Satis		Tot Satis	
Please tick as appropriate	1	2	3	4	5	6	7	8		10
Quality of service							1			
Comments Exceeded what is required to do job, e.g. esource to support S Hughes still an issu		o attend M	embers' m	esting, G	Dymond sto	od in to fra	nt meeting	inslead. I	However, la	ck of
10. Quality of product or outcome								1		
Comments										
ligh score on Pride Hill for concept and d DLR - very high quality planning submissi		ome - noth	ing comple	aled in las	t 6 months s	o unable to	commant	Mid-term	progress e	xceller
11. Quality of our, people Entrustants? Catibbrative? Forward thinking?)								1		
Comments		1			1 1					
Everyane involved 10 out of 10, but need	more help f	or S Hughe	5							
12 Approach to Innovation								1		
Comments										
Flowers on hears fencing during Britain In	Bloom, G D	Dymond me	eling with	judges, w	orking with I	BID.				
LOYALTY	Extrem	ely Unlike	ły		1				Extreme	ly Like
Please tick as appropriate	1	2	3	4	5	8	7	8		10
3. How likely to recommend WSP	-									1
Comments	-	-	1	-	-					
n frame for undertaking joint Marches cro		tremely Di							Extrem	abe Fas
Please tick as appropriate	And a local division of the local division o	1 2	1			1.	17	8	9	10
Lipose new as abbioburge			-		1000 1000 0 .00		C COLOR	-	-	1
the second of of BZW a week with	2							1	-	
and a shirt that the second	17		_	-		-	-			
Comments	-	s / diaries s	till an Issu	e. S Hugh	es and H O	wen have d	ropped Int	o site wor	k well.	
14 How easy is WSP to do business with Comments Co-location, availability greet. Lack of sha MARKET PERCEPTION	-	s / diaries s	til) an issu	e. S Hugh	es and H O	wen have d	ropped ini	o site wor	k well.	
Comments Co-location, availability great. Lack of sha MARKET PERCEPTION	-		ill) an Issu		es and H Ov Same	wen have d		o site wor	k well.	
Comments Co-location, availability great. Lack of sha MARKET PERCEPTION 15. Comparison with competitor?	ered system		till an issu			wen have d			k wall.	
Comments Co-location, availability great. Lack of sha MARKET PERCEPTION 15. Comparison with competitor?	ered system		till an Issu			wen have d			k well.	
Comments Co-location, availability great. Lack of sha MARKET PERCEPTION 15. Comparison with competitor? Overall comments / Key issues to prioritis	ered system		till an issu			wen have d			k wall.	
Comments Co-location, availability greet. Lack of sha MARKET PERCEPTION 15. Comparison with competitor? Oversil comments / Key issues to prioritiz Don't know competitors so can't common	ered system	ler			Samo				k well.	
Comments Co-location, availability greet. Lack of sha MARKET PERCEPTION 15. Comparison with competitor? Overall comments / Key issues to prioritis Don't know competitors so can't common	ered system	ler			Samo				k wall.	
Comments Co-location, availability greet. Lack of sha MARKET PERCEPTION 15. Comparison with competitor? Overall comments / Key issues to prioritis Don't know competitors so can't common	ered system	ler			Samo				k weil.	
Comments Co-location, availability greet. Lack of sha MARKET PERCEPTION 15. Comparison with competitor? Overall comments / Key issues to prioritis Don't know competitors so can't common	ered system	ler			Samo				k well.	
Comments Co-location, availability greet. Lack of sha MARKET PERCEPTION 15. Comparison with competitor? Overall comments / Key issues to prioritis Don't know competitors so can't common	ered system	ler			Samo				k well.	
Comments Co-location, availability great. Lack of sha MARKET PERCEPTION 15. Comparison with competitor? Overall comments / Key issues to prioritis Don't know competitors so can't comment Main issues are lack of resource to assist	Bet Bet S Hughes (ler with stakeh	older man	agement,	Same lack of sham			Worse	k weil.	
Comments Co-location, availability great. Lack of sha MARKET PERCEPTION 15. Comparison with competitor? Overall comments / Key issues to priorits Don't know competitors so can't comment Main issues are lack of resource to assist Would you be happy to provide WSP with	Bet Bet S Hughes (ler with stakeh			Samo lack of share	ed systems wer name:	/ diaries.) Worse		
Comments Co-location, availability great. Lack of sha MARKET PERCEPTION 15. Comparison with competitor? Overall comments / Key issues to prioritis Don't know competitors so can't common Main issues are lack of resource to assist Would you be happy to provide WSP with Date of next review. 31 March 2019	Bet Bet S Hughes (ler with stakeh	older man	agement,	Samo lack of share	ed systems	/ diaries.) Worse		
Comments Co-location, availability great. Lack of sha MARKET PERCEPTION 15. Comparison with competitor? Overall comments / Key issues to prioritis Don't know competitors so can't common Main issues are lack of resource to assist Would you be happy to provide WSP with	Bet Bet S Hughes n a reference	ler with stakeh	older man	agement,	Samo lack of share	ed systems wer name:	/ diaries.) Worse		





Contract name: Mark Holmes second	ment	General comments on perfo	rmance & experience to date
Contract number: 62240606	Contract value: (E29,581: Muchel)	1	
Framework: Shropshire Council Term	n Engineering Contract]	
Sector: Local authority]	
Client organisation name: Shropshire (Type: Public Private	Council Regulated Advisor Internal		
Client contact name: Chris Fisher			
Client job title: Highways Manager - N	Iorth West	Strategic	Operational
Date of interview: 29/10/18	Business stream: Transport & Infrastructure	Business unit: Highways	
Stage: 1. End of pre-contract nego	Idation or mobilisation 2. Mid contract	3.Po	st completion

SATISFACTION		tally tisfied		tisfied		Satisfied atisfied		sfled	Tob Sath	ally sfled
Please tick as appropriate	1	2	3	4	5	8	7	8	9	10
1. Overall satisfaction with WSP										1
Comments As Usual - Happy with all of Mark's Work										
2. Understanding your needs		1								1
Comments Fully Understands SC's needs										
3. Budget management		Ι	Ι						1	
Comments Mark Keeps to & understands the budget										
4. Programme management		Ι		1	1					1
Comments Mark does our programming for us										
5. Health, safety & environment		T	Ι		T					1
Comments No Issues										
6. Team work & collaboration	I		Τ							1
Comments Mark is a leam player										
7 Serving your customers	1	1	1	1	1			Ι	1	
Comments Mark deals with service requests very well	1									
8. Impact of defects/resolution of issues		1	1							1
Comments										
Mark sorts out issues for us										





SATISFACTION		tally		etly tisfied		Satisfied	Mo	stly	Tot Sath	ally
Please tick as appropriate	1	2	3	4	5	6	7		9	10
9 Quality of service										1
Comments										
fop Quality Work										
10 Quality of product or outcome										1
Comments										
fop Quality Work										
11. Quality of our people Enhustantic? Collaborative? Forward thinking?)	34					1				1
Comments		I	-		1					
Mark is always easy to work with & gives	100% all the	timo								
2 Approach to innovation										
Comments				-						
N/A for our type of routine work										
NA for our type of routine work			_							
LOYALTY	Extreme	ety Unliket	y			Distant and	19 - 1		Extreme	ly Like
Please tick as appropriate	1	2	3	4	5	6	7	8		10
3 How likely to recommend WSP										1
Comments	2043 C.									
would recommend Mark										
			-							
EFFORT	Ext	remely Diff	ficult		10.201	No. AN			Extrem	ely Eas
Please tick as appropriate	1	2	3	4	5	6	7	8		10
14 How easy is WSP to do business with	h?	_								1
Comments										
Mark is easy to deal with										
MARKET PERCEPTION	-									
15 Comparison with competitor?	Bette	v		171	Same			Worse		
					301110			T ANOISE		
	10		NR A	10.00					ST CREW	- wyw
Overall comments / Key Issues to prioriti										
Overall comments / Key Issues to prioriti										
Vish to continue working in the same wa	y									
Wish to continue working in the same wa	y	7	Yes	No	Intervie	wer name:	Kirsteen C	Xare		
Wish to continue working in the same wa Would you be happy to provide WSP with Date of next review: 31 March 2019	y	7 [.	Yes	No	and to be only on	wer name: wer role: S		and and the second second)ar	
Wish to continue working in the same wa Movid you be happy to provide WSP with	y	7	Yes	No No	and to be only on			and and the second second	jer.	





Contract name: Shifnal Town Centre					Contra	ral comments	on panam	arres a es	panenes to	
Contract number: 62240659 Co	ntract valu	e: 0£289,40	9:00chel)							
Framework: Shropshire Council TEC15										
Sector: Local authority										
Client organisation name: Shropshire Counci	1									
Type: Public Private	Regula	led Ad	tvisor [Internal						
Client contact name: Gemma Lawley					_					
Client job title: Developing Highways Area N	lanager -	- South and	Central		s	trategic			perational	
Date of Interview: 29/05/19 Busin	ess strear	n: Transpo	rt & Infrastr	ructure	Busin	ess unit: Loo	cal Govern	nment		
Stage: 1. End of pre-contract negotiation	or mobilisa	ation	2. Mid o	ontract			3. Post	completio	ı	
SATISFACTION		atisfied		stly tisfied		Satisfied satisfied		stly		otally
Please tick as appropriate	1	2	3	4	5	6	7	8	9	10
1. Overall satisfaction with WSP							~			
2 Hadarataadina uuur aaada										
2. Understanding your needs						-				
3. Budget management						~				
3. Budget management Comments	d Shrops	shire Counc	il having sc	ome issue	s, but have		agreemer	nt to mov	e forward	
3. Budget management Comments Score due to constraints both with WSP an	d Shrope	shire Counc	il having sc	inne issue	s, but have		agreemer	nt to mov	e forward	
3. Budget management Comments Score due to constraints both with WSP an 4. Programme management Comments	d Shrops	shire Counc	il having so	ome issue	s, but have			nt to mov	e forward	
3. Budget management Comments Score due to constraints both with WSP an 4. Programme management Comments Delays due to Kier and drainage survey	d Shrops	shire Counc	il having sc	ime issue	s, but have			nt to mov	e forward	
3. Budget management Comments Score due to constraints both with WSP an 4. Programme management Comments Delays due to Kier and drainage survey 5. Health, safety & environment	id Shrops	shire Counc	il having sc	issue	s, but have				e forward	
Comments 3. Budget management Comments Score due to constraints both with WSP an 4. Programme management Comments Delays due to Kier and drainage survey 5. Health, safety & environment Comments 6. Team work & collaboration	d Shrops	shire Counc	il having sc	ome issue	s, but have				e forward	
3. Budget management Comments Score due to constraints both with WSP an 4. Programme management Comments Delays due to Kier and drainage survey 5. Health, safety & environment Comments 6. Team work & collaboration	d Shrops	shire Counc	il having sc	ome issue	s, but have			~	e forward	
Budget management Comments Score due to constraints both with WSP an 4. Programme management Comments Delays due to Kier and drainage survey 5. Health, safety & environment Comments 6. Team work & collaboration Comments	d Shrops	shire Counc	il having sc	ome issue	s, but have			~	e forward	
3. Budget management Comments Score due to constraints both with WSP an 4. Programme management Comments Delays due to Kier and drainage survey 5. Health, safety & environment Comments 6. Team work & collaboration Comments 7. Serving your customers	d Shrops	shire Counc	il having sc		s, but have			~	e forward	
3. Budget management Comments Score due to constraints both with WSP an 4. Programme management Comments Delays due to Kier and drainage survey 5. Health, safety & environment Comments	d Shrops	shire Counc	il having sc		s, but have			~	e forward	





SATISFACTION		Totally			stly tisfied	Neither S or Dissa		Mos Satis	fied	Tot	ally sfied
Please tick as appropriate	1		2	3	4	5	6	7	8	9	10
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	-								~		1
Comments										1	
LOYALTY	Extre	moly	Unlikel	y			1			Extreme	ly Likel
Please tick as appropriate	1		2	3	4	5	6	7	8	9	10
13. How likely to recommend WSP									-		
EFFORT	E	Extrem	ely Diff	licult						Extrem	ely Eas
Please tick as appropriate		1	2	3	4	5	6	7	8	9	10
14. How easy is WSP to do business with? Comments								1	~		
MARKET PERCEPTION						Same			Worse		
15. Comparison with competitor?	U ^B	etter				same			Jworse		_
Overall comments / Key issues to prioritise	Sile of			3	1 passingly	1111-111	11.1		A Provinsi		100
Key issues to priorilise - Priorifise budget issue - Setting up regular minuled meetings											
Would you be happy to provide WSP with a	referen	nce?		Yes	No	Interview	ver name:	Debs Han	dy		
Date of next review: 30 September 2019						Interview	wer role: A	ssistant Pr	oject Man	ager	
Client name: PRINT Gemma Lawley						_					
Client signature:											





	Itancy Contra				General comm				
Contract number: TEC15 / 70036575	Contract value	e: (5m.p/a	to Mouchel)		_				
Framework: Shropshire					_				
Sector: Local Government / T&I					_				
Client organisation name: Shropshire Cou	uncil								
Type: Public Private	Regulat	ed 🗌 /	Advisor	Internal					
Client contact name: Jason Hughes									
Client job title: Traffic Signals & Lighting	Commission	ing Manag	ger		Strategic		✓ Opt	rational	
Date of interview: December 2018 B	susiness stream	T&I			Business unit:	50340			
Stage: 1. End of pre-contract negotial	tion or mobilisa	tion	2. Mid o	ontract			Post completion		
SATISFACTION		tally atisfied		stly tisfied	Neither Satisfi or Dissatisfie		Mostly Satisfied		ally
Please tick as appropriate	1	2	3	4	5 6	7	8	9	10
. Overall satisfaction with WSP								~	
Comments			1	1					-
2. Understanding your needs	100	T						~	
Comments	12.1							•	L
VSP have on occasion gone above an	d beyond wh	at is expe	cted and sho	w they un	derstand our need	s complet	ely. Examples	are Jeff U	pex
uggesting alternative locations for stre									
3. Budget management							~		
Comments									
the second	For the score	re to impro	ove, significa	nt savings	would need to be	achieved	by WSP by va	lue enginee	ering an
nnovative solutions.						-		~	
nnovative solutions. 4. Programme management								~	
nnovative solutions. I. Programme management Comments		raham Mo	ore provides	informatio	on to the client in a	timely ma	nner.	V	
nnovative solutions. I, Programme management Comments I schemes prolong it is through no faul		raham Mo	ore provides	informatio	on to the client in a	timely ma		~	
nnovative solutions. 4. Programme management Comments 1 schemes prolong it is through no faul 5. Health, safety & environment		raham Mo	ore provides	informatio	on to the client in a	timely ma	unner.	~	
nnovative solutions. I. Programme management Comments I schemes prolong it is through no faul 5. Health, safety & environment Comments	it of WSP. G						~		
nnovative solutions. 4. Programme management Comments f schemes prolong it is through no faul 5. Health, safety & environment Comments	it of WSP. G						~		
nnovative solutions. 4. Programme management Comments 1 schemes prolong it is through no faul 5. Health, safety & environment Comments Anything identified as a risk is dealt wit	it of WSP. G						~		
nnovative solutions. 4. Programme management Comments f schemes prolong it is through no faul 5. Health, safety & environment Comments Anything identified as a risk is dealt wit 8. Team work & collaboration Comments	it of WSP. Gr	efficiently	y. Nothing o	ver and at	ove expected but	nothing be	elow standards	· ·	
novative solutions. Programme management Comments schemes prolong it is through no faul Health, safety & environment Comments Inything identified as a risk is dealt with Team work & collaboration Comments Excellent. The interface WSP technical	it of WSP. Gr	efficiently	y. Nothing o	ver and at	ove expected but	nothing be	elow standards	· ·	
novative solutions. I. Programme management Comments I schemes prolong it is through no faul 5. Health, safety & environment Comments Inything identified as a risk is dealt with 3. Team work & collaboration Comments Excellent. The interface WSP technical reviding information a contractor has b	it of WSP. Gr	efficiently	y. Nothing o	ver and at	ove expected but	nothing be	elow standards	· ·	
nnovative solutions. 4. Programme management Comments f schemes prolong it is through no faul 5. Health, safety & environment Comments Anything identified as a risk is dealt with 8. Team work & collaboration Comments Excellent. The interface WSP technica providing information a contractor has in 7. Serving your customers	it of WSP. Gr	efficiently	y. Nothing o	ver and at	ove expected but	nothing be	elow standards	· ·	
nnovative solutions. 4. Programme management Comments f schemes prolong it is through no faul 5. Health, safety & environment Comments Anything identified as a risk is dealt with 8. Team work & collaboration Comments Excellent. The interface WSP technica providing information a contractor has I 7. Serving your customers Comments Some complaints come through to the	t of WSP. Gi h quickly and al and project lost.	efficiently staff have	y. Nothing o	ver and at int, Kier and dealt with	nove expected but	nothing be	Now standards	ions, this ir	ncludes
Where necessary budgets are revised. nnovative solutions. 4. Programme management Comments If schemes prolong it is through no faul 5. Health, safety & environment Comments Anything identified as a risk is dealt wit 8. Team work & collaboration Comments Excellent. The interface WSP technica providing information a contractor has I 7. Serving your customers Comments Some complaints come through to the complaints that should be escalated to 8. Impact of defects/resolution of issue	It of WSP. Gi h quickly and al and project lost. client that sh WSP's techn	efficiently staff have	y. Nothing o	ver and at int, Kier and dealt with	nove expected but	nothing be	Now standards	ions, this ir	ncludes





Blance that an energy date		tally atisfied	Mos Dissati		Neither Sa or Dissa		Mon		Tot	sfied
Please tick as appropriate	1	2	3	4	5	6	7	8	9	10
9. Quality of service								~		
Comments										
The quality of service can, on occasion, sufferent of the team that allow	them to t	e member allor their	s of the tean service to th	n are par e client u	t-time but ap	pear to ha g the back	ve a full-ti drop of a	me workic request.	ad. There	is a
10. Quality of product or outcome							~			
Comments										
VI outcomes are met. Client would like to se i.e. avoid cutting down trees if possible).	e more c	ontext-ser	nsitive engine	eering jud	dgment on d	rawings to	fit in with	the existin	g situation	on site
11. Quality of our people Enthusiastic? Collaborative? Forward thinking?)								~		
Comments										
Members of the team are very professional a would be beneficial.	ind extrem	nely know	ledgeable. I	mproven	nent would b	e design c	apacity in-	-house wit	h local kno	wledge
12. Approach to innovation		1								~
Comments										
Excellent. Examples are innovating to gener	ate cost s	savings (e.	.g. 30k) - thr	ough con	tacting altern	native prov	iders and	recomme	nding alter	native
products on the market.										
LOYALTY	Extrem	ely Unlike	ily			1			Extreme	ly Like
lease tick as appropriate	1	2	3	4	5	6	7	8	9	10
3. How likely to recommend WSP									~	
Comments										L
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Contract name: SA14 Road Safety tea	m	General comments on performance & experience to date
Contract number: 70059542	Contract value: (1£140,918Mouchel)	
Framework: Shropshire Council TEC1	5	
Sector: Local authority		
Client organisation name: Shropshire Co	puncil	7
Type: V Public Private	Regulated Advisor Internal	
Client contact name: Kevin Aitken		
Client job title: Transport Commisioner		Strategic Operational
Date of interview: 20/05/19	Business stream: Transport & Infrastructure	Business unit: Local Government
Stage: 1. End of pre-contract negoti	ation or mobilisation 2. Mid contract	3. Post completion

SATISFACTION	Dissa	tally tisfied		stly tisfied		Satisfied atisfied	Mo Sati	stly sfled	Tot: Satis	ally
Please tick as appropriate	1	2	3	4	5	6	7	8	9	10
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		tally tisfied		stly tisfied		Satisfied atisfied		stly	Tot Satis	
Please tick as appropriate	1	2	3	4	5	6	7	8	9	10
9. Quality of service									~	
Comments										
10. Quality of product or outcome									~	
Comments										
11. Quality of our people (Entrusisatic? Collaborative? Forward thinking?)									~	
Comments										
12. Approach to innovation									~	
Comments					-					

LOYALTY	Extreme	ly Unlikel	y						Extreme	ly Likely
Please tick as appropriate	1	2	3	4	5	6	7	8	9	10
13. How likely to recommend WSP	1995								~	

Kevin feels that this particular service area is better fitted as a dient role as the Road Safety projects don't fit into WSP's core business functions and is not a consultancy role.

Extrem	ely Difficu	ilt			1922	13250		Extrem	ely Easy
1	2	3	4	5	6	7	8	9	10
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MARKET PERCEPTION				
15. Comparison with competitor?	Better	Same	V Worse	

Overall com	ments / Key	issues to	prioritise
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In order to get most value for his budget, Kevin would like to investigate different methods of delivery and management for the Road Safety schemes and associated resources. This could included returning all services and resources to be delivered and managed 'in-house' by Shropshire Council.

Would you be happy to provide WSP with a reference?	Yes No	Interviewer name: Kirsteen Clare	
Date of next review: 30 September 2019		Interviewer role: Senior Project Manager	
Client name: PRINT Kevin Altken			
Client signature:		1	





Contract name: Shropshire Council Highways & Transport Engine	eering Consultancy General comments on performance & experience to	dala
Contract number: Contract value: ()stal value to	Noushel) Service Area X 5	
Framework: Term Service Contract 2015 (Professional Services) Sector: Local Authority) Joe Bloggs; Service Manager on behalf of Shu Coundi. AN Other: WSP Service Lead.	ropshire
Client organisation name: Shropshire Council Type: Public Private Regulated Adv Client contact name: NetWay Ebanks	visor internal Period 1 October 2018 to 31 March 2019 Overall Performance of Service Area is	
Client job title:	Strategic Operational	
Date of Interview: 1405 19 Business stream: WSP	Business unit: LOCAL GOVERNME	υT
Stage: 1. End of pre-contract negotiation or mobilisation	2. Mid contract 3. Post completion	

SATISFACTION	Tota			atisfied		Satisfied atisfied		stly		tally isfled
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Comments										
. Understanding your needs						[[1
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5. Health, safety & environment				1						-
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. Team work & collaboration										-
comments Client feels part Integration is rategi	or to	ан. печ	Good	l col this	laboa NiU	une a I stre	Jork	ing.	no	Her s Avri
7 Serving your customers			1							-
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8. Impact of defects/resolution of Issues Comments		1	1	1					//	
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11. Quality of our people (Enhusiastic? Collaborative ? Forward Itehiling?) Comments								1
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3. How likely to recommend WSP								V
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Shropshire





Contract name TECIS					Gene	ral commen	ts on perform	ance & expe	rience to dat	
Contract number 70036575 Con			m ph	4						
Framework SHIZOPSHILLE CO										
Sector ROAD SAFETY S	AKE									
Client organisation name										
Type Public Private	Regulat	Ad Ad	Wisor	internal	1					
Client contact name KEUN AT	THEN	,								
Cient job Itie CommissionEr					[]s	trategic		1 Opt	rational	
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Please tick as appropriate	1	2	3	4	5	6	7	8	9	10
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Comments										
-										
2. Understanding your needs								-	1	
Comments										
3. Budget management								4	Ť	
Comments										
4. Programme management		1	T	1	1	T	1		-	ł
Comments			1	1			1		1	
-										
5. Health, salety & environment				T	1	1			-	t
Comments		4			-	4				
6. Team work & collaboration							-	-	1	
Comments		1						1		
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7 Serving your customers		1		1	1	T	10	1	1	1
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\\SP

Contract name: Mark Holmes secondr	ment	General comments on performance & experience to date
Contract number: 62240606	Contract value: (1£29,581n Mouchel)	
Framework: Shropshire Council Term	Engineering Contract	
Sector: Local authority		
Client organisation name: Shropshire C	ouncil	
Type: Public Private	Regulated Advisor Internal	
Client contact name: Chris Fisher		
Client job title: Highways Manager - N	orth West	Strategic Operational
Date of interview: 23/5/19	Business stream: Transport & Infrastructure	Business unit: Highways
Stage: 1. End of pre-contract negot	iation or mobilisation 2. Mid contract	3. Post completion

SATISFACTION		tally tisfied		stly tisfied		Satisfied satisfied		stly	Tot Sath	ally sfied
Please tick as appropriate	1	2	3	4	5	6	7	8	9	10
1. Overall satisfaction with WSP										~
Comments As Usual - Happy with all of Mark's Wo	rk									
2. Understanding your needs										~
Comments Fully Understands SC's needs										
3. Budget management									~	[
Comments Mark Keeps to & understands the budg	jet									
4. Programme management										~
Comments Mark does our programming for us										
5. Health, safety & environment										~
Comments No Issues										
6. Team work & collaboration										~
Comments Mark is a team player										
7. Serving your customers									~	
Comments Mark deals with service requests very v	well									
8. Impact of defects/resolution of issue	18									~
Comments Mark sorts out issues for us										





SATISFACTION		ally tisfied	Mos Dissati		Neither S or Diss		Mos Satis			ally
Please tick as appropriate	1	2	3	4	5	6	7	8	9	10
9. Quality of service										~
Comments										
op Quality Work										
10. Quality of product or outcome										-
Comments Top Quality Work						·				
11. Quality of our people Enthusiastic? Collaborative? Forward thinking?)										~
Comments										
Mark is always easy to work with & gives 100	0% all the	time								
12. Approach to innovation										
Comments										
VA for our type of routine work										
LOYALTY	Extreme	ly Unlike	Constant State		111 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		132376		Extreme	
LUTALIT	Extreme	ny Unitke	iy .						Extreme	ly Likely
	1	2	3	4	5	6	7	8	9	10 10
Please tick as appropriate		-	-	4	5	6	7	8	1	
Please tick as appropriate 13. How likely to recommend WSP		-	-	4	5	6	7	8		10
Please tick as appropriate 13. How likely to recommend WSP Comments			-	4	5	6	7	8		10
Please tick as appropriate 13. How likely to recommend WSP Comments would recommend Mark			-	4	5	8	7	8		10
Please tick as appropriate 13. How likely to recommend WSP Comments would recommend Mark	1		3	4	5	8	7	8	9	10
Please tick as appropriate 13. How likely to recommend WSP Comments would recommend Mark EFFORT	1	2	3	4		6	7	8	9	10
Please tick as appropriate 13. How likely to recommend WSP Comments would recommend Mark EFFORT Please tick as appropriate	1 Extr	2 emely Dif	3 ficult						9 Extrem	10 v
Please tick as appropriate 13. How likely to recommend WSP Comments would recommend Mark EFFORT Please tick as appropriate 14. How easy is WSP to do business with?	1 Extr	2 emely Dif	3 ficult						9 Extrem	10 v nely Easy 10
Please tick as appropriate 13. How likely to recommend WSP Comments would recommend Mark EFFORT Please tick as appropriate 14. How easy is WSP to do business with? Comments	1 Extr	2 emely Dif	3 ficult						9 Extrem	10 v nely Easy 10
Please tick as appropriate 13. How likely to recommend WSP Comments would recommend Mark EFFORT Please tick as appropriate 14. How easy is WSP to do business with? Comments	1 Extr	2 emely Dif	3 ficult						9 Extrem	10 v nely Easy 10
Please tick as appropriate 13. How likely to recommend WSP Comments would recommend Mark EFFORT Please tick as appropriate 14. How easy is WSP to do business with? Comments Wark is easy to deal with	1 Extr	2 emely Dif	3 ficult						9 Extrem	10 v nely Easy 10
Please tick as appropriate 13. How likely to recommend WSP Comments would recommend Mark EFFORT Please tick as appropriate 14. How easy is WSP to do business with? Comments Wark is easy to deal with MARKET PERCEPTION	1 Extr	emety Dif	3 ficult						9 Extrem	10 v nely Easy 10
Please tick as appropriate 13. How likely to recommend WSP Comments I would recommend Mark EFFORT Please tick as appropriate 14. How easy is WSP to do business with? Comments Wark is easy to deal with MARKET PERCEPTION 15. Comparison with competitor?	1 Extr	emety Dif	3 ficult		5			8	9 Extrem	10 v nely Easy 10
Please tick as appropriate 13. How likely to recommend WSP Comments I would recommend Mark EFFORT Please tick as appropriate 14. How easy is WSP to do business with? Comments Mark is easy to deal with MARKET PERCEPTION 15. Comparison with competitor? Overall comments / Key issues to prioritise	1 Extr	emety Dif	3 ficult		5			8	9 Extrem	10 v nely East 10
Please tick as appropriate 13. How likely to recommend WSP Comments I would recommend Mark EFFORT Please tick as appropriate 14. How easy is WSP to do business with? Comments Wark is easy to deal with MARKET PERCEPTION 15. Comparison with competitor?	1 Extr	emety Dif	3 ficult		5			8	9 Extrem	10 v nely Eas 10

Nould you be happy to provide WSP with a reference?	✓ Yes No	Interviewer name: Kirsteen Clare
Date of next review: 30 September 2019		Interviewer role: Senior Project Manager
Client name: PRINT Chris Fisher		



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Contract name: HDC		General comments on performance & experience to date
Contract number: Various	Contract value: ()£250,000Mouchel)	
Framework: Shropshire Council Ti	EC15	
Sector: Local authority		
Client organisation name: Shropshin	e Council	7
Type: Public Priva	le Regulated Advisor Internal	
Client contact name: Gemma Lawk	8y	
Client job title: Developing Highway	s Area Manager - South and Central	Strategic Operational
Date of interview: 29/05/19	Business stream: Transport & Infrastructure	Business unit: Local Government
Stage: 1. End of pre-contract ne	agoliation or mobilisation	3. Post completion

SATISFACTION		tally itisfied		tisfied		Satisfied atisfied		sfied	Tot	tally sfled
Please tick as appropriate	1	2	3	4	5	6	7	8	9	10
1. Overall satisfaction with WSP							~			
Comments Generally satisfied, however have raised	issue with	ack of Tec	hnical lead							
2. Understanding your needs								~		
Comments										
3. Budget management								~		
Comments View to tighter/more accurate monitoring	1									
4. Programme management	0						~			
Comments										
5. Health, safety & environment								~		
Comments										
6. Team work & collaboration								~		
Comments										
7. Serving your customers		1	[~			
Comments										
8. Impact of defects/resolution of issues								~		
Comments										





SATISFACTION		atisfied	Mon			Satisfied atisfied	Mo		Tot	ally
Please tick as appropriate	1	2	3	4	5	6	7	8	9	10
9. Quality of service								~		
Comments										
10. Quality of product or outcome							~			
Comments										
11. Quality of our people (Enthusiastic? Collaborative? Forward thinking?)								~		
Comments										1
12. Approach to innovation							~			
Comments						I				
LOYALTY		ely Unlik	-				-		Extreme	1
Please tick as appropriate	1	2	3	4	5	6	7	8	9	10
13. How likely to recommend WSP								-		
EFFORT	Ext	remely D	lifficult	And II				1912	Extrem	ely Easy
Please tick as appropriate		1	2 3	4	5	6	7	8	9	10
14. How easy is WSP to do business with?								~		
MARKET PERCEPTION							_			
15. Comparison with competitor?	Bett	ler			Same			Worse		
Quantil commands (Koulogues to existing	0000000	0-100-000		111111	1000		in shares	19/8 S.N.S.	Yest W	1000
Overall comments / Key issues to prioritise										
Key issues to prioritise - Quicker tumaround on technical checks - Increase in site supervision										
Would you be happy to provide WSP with a	reference	:?	Yes	N₀		wer name:			12	2.65
Date of next review: 30 September 2019					Intervie	wer role: A	ssistant P	roject Mar	nager	2012
Client name: PRINT Gemma Lawley					1					
Client signature:					-					





Contract name: Street lighting						Genera	al comments	on perform	ance & expe	rience to da	//e
Contract number: Various	Contrac	t value: (to	ital value	to Mouchel)							
Framework: Shropshire Council TEC1	5										
Sector: Local authority											
Client organisation name: Shropshire Co	ouncil										
Type: V Public Private	R	egulated		dvisor [Internal						
Client contact name: Jason Hughes											
Client job title: Street Lighting & Traffic	Signals (Commiss	ioner			Str	ategic		000	rational	
Date of interview:	Business :	stream:				Busine	ess unit:				
Stage: 1. End of pre-contract negotia	iation or mo	obilisation		🖌 2. Mid o	ontract			3. Post	completion		
SATISFACTION		Totall			stly		Satisfied		stly		tally
		Dissatis			tisfled		atisfied		sfied		sfled
Please tick as appropriate		1	2	3	4	5	6	7	8	9	10
1. Overall satisfaction with WSP Comments									~		
ssues arising from Street Lighting des	sign that I	has lead	to a re	duced scon	e in this ar	ea. Custom	er service	very good			
2. Understanding your needs									~		
Comments											
Clients need hot changed and have be	een addro	essed									
3. Budget management									~	[
Comments											
4. Programme management							~			1	
Comments							•				
ssue with Street Lighting programmer and needed to re-design as well as co							used delays	s. The de	lays due to	the design	n issuer
5. Health, safety & environment										~	
Comments /ery pleased, no issues											
5. Team work & collaboration									~		
Comments											
										~	
7. Serving your customers											
7. Serving your customers Comments											
	omers, ev	ven when	n it is w	ith informat	on the cu	stomer does	in't want to	hear.			
Comments		ven when	n it is w	ith informat	on the cu	stomer does	n't want to	hear.			





and a first state of the second state of the later of the second state of the		otally atisfied		Mostly satisfied		Satisfied atisfied	Mos Satis			ally sfied
Please tick as appropriate	1	2	3	4	5	6	7	8	9	10
. Quality of service								~		
Comments General quality of service is consistent and n	ot taking	g into acc	count any d	lesign issue	5					
0. Quality of product or outcome							~			
Comments										
o many changes on-site following the comp	leted de	sign								
11. Quality of our people Enthusiastic? Collaborative? Forward thinking?)								~		
Comments										
lood customer focus										
12. Approach to innovation							~			
Comments					-					
ittle movement in this service technology. C	hanges	are few	and far bet	ween.						
LOYALTY	Extrem	nely Uni	ikely						Extreme	iy Like
lease tick as appropriate	1	2	3	4	5	6	7	8	9	10
3. How likely to recommend WSP								~		
Comments										
EFFORT	Ex	tremely	Difficult						Extrem	ely Eas
			2	3 4	5	6	7	8	9	10
Please tick as appropriate		1	-							
		1						~		
14. How easy is WSP to do business with?								~		
14. How easy is WSP to do business with? Comments		1						V		
Please tick as appropriate 14. How easy is WSP to do business with? Comments MARKET PERCEPTION 15. Comparison with competitor?	Bet				Same			Vorse		
14. How easy is WSP to do business with? Comments MARKET PERCEPTION 15. Comparison with competitor?					Same					
14. How easy is WSP to do business with? Comments					Same					
14. How easy is WSP to do business with? Comments MARKET PERCEPTION 15. Comparison with competitor?					Same					
14. How easy is WSP to do business with? Comments MARKET PERCEPTION 15. Comparison with competitor? Overall comments / Key issues to prioritise	Bet	tter				ithin the tea				
14. How easy is WSP to do business with? Comments MARKET PERCEPTION 15. Comparison with competitor? Overall comments / Key issues to prioritise	Bet	tter				ithin the bea				
14. How easy is WSP to do business with? Comments MARKET PERCEPTION 15. Comparison with competitor? Overall comments / Key issues to prioritise	Bet	tter				ithin the bea				
14. How easy is WSP to do business with? Comments MARKET PERCEPTION 15. Comparison with competitor?	Bet	tter				ithin the bea				
14. How easy is WSP to do business with? Comments MARKET PERCEPTION 15. Comparison with competitor? Overall comments / Key issues to prioritise	Bet	tter				ithin the tea				
14. How easy is WSP to do business with? Comments MARKET PERCEPTION 15. Comparison with competitor? Overall comments / Key issues to prioritise	De ad	tter			of service w	ithin the bea	ım.	Worse		
14. How easy is WSP to do business with? Comments MARKET PERCEPTION 15. Comparison with competitor? Dverall comments / Key issues to prioritise Asjor changes with personnel that will need to	De ad	tter	to ensure a	good level	of service w		im. Debs Har) Worse	nager	
14. How easy is WSP to do business with? Comments MARKET PERCEPTION 15. Comparison with competitor? Dverall comments / Key issues to prioritise Aajor changes with personnel that will need to Mould you be happy to provide WSP with a	De ad	tter	to ensure a	good level	of service w	wer name:	im. Debs Har) Worse	nager	





Contract name: SITP / OLR					Gener	ral comments	on perform	nance & exp	erience to dat	e
Contract number: Various	Contract	value: 0£4,0	000,000	010						
Framework: Shropshire Council TEC	15									
Sector: Local authority										
Client organisation name: Shropshire C	ouncil									
Type: V Public Private	Reg	betelu	Advisor	Intern	al					
Client contact name: Matt Johnson					_					
Client job title: Strategic Transport and	Contracts	Manager				rategic			erational	
Date of interview: 30/05/19			sport and	Infrastructure		ess unit: Lo	cal Gowar	<u> </u>		
Stage: 1. End of pre-contract nego				Mid contract	Duser	Easternit. Edit	_	completion		
auge. I . end of pre-contract nego	abon or mos	Allsauch	U 2.	MID COMPACE		[L		completion		
SATISFACTION	D	Totally		Mostly		Satisfied		stly		ally
Please tick as appropriate	1	2			5	6	7	8	9	10
1. Overall satisfaction with WSP	200				-	-		-		
Comments	and the second se		1	1						
OLR successful planning submission from GD during meetings.	. SITP - dea	aling with C	Casey cont	ract, WSP pro	ovided comm	nercial/legal	advice ar	nd support.	Welcome	support
2. Understanding your needs									~	
Comments										
Exceptional support during unforesee	an circumsta	ances.								
3. Budget management									~	
Comments										
Not sticking to original budget but ma	naging vari	ance. Lot	of good wa	ork done on N	IEC settleme	ant figures w	vith Casey	1.		
4. Programme management								~		
Comments				-						
Only thing that impacted the program	rme is 3rd p	arty - Case	sy, CADEN	T. S. Hughes	s managed s	ites to open	up for we	ekend eve	ents.	
5. Health, safety & environment										~
Comments										
Actively managed any risks										
6. Team work & collaboration	100								~	
Comments					-					
Running parallel commission with Ma	itt Johnson	and Econo	mic Devel	opment on O	LR. Used w	ider WSP te	am for en	wironmenta	al work.	
7. Serving your customers									~	
Comments										
S Hughes - public liaison on SITP wit	h stakehold	lers, busine	05505.							
8. Impact of defects/resolution of issu	Jes							-		
Comments										
No issues to raise										





SATISFACTION	Totally Dissatisfied			lostly	Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
Please tick as appropriate	1	2	3	4	5	6	7	8	9	10
9. Quality of service									~	
Comments										
Deadlines met, submissions of required qual	ity.									
10. Quality of product or outcome								~		
Comments										
A few design details on Town Walls phase -	needed t	o go back	and twea	k some ker	blines. Mor	re snagging	. Nothing	done with	nout client a	pproval.
11. Quality of our people (Enhusiastic? Collaborative? Forward thinking?)										~
Comments										
Scott, Gary, Kirsteen, Emma - no issues at a	al.									
12. Approach to innovation		1						~		
Comments										
Flexibility - OLR resolved as planning app bu bridge design.	ut willingn	ess to re-	look as it i	in terms of	affect of NW	RR. Cultur	e of not g	oing for ea	asy wins. N	IWRR -
LOYALTY	Extrem	ely Unlik	ely					-	Extreme	ly Likely
Please tick as appropriate	1	2	3	4	5	6	7	8	9	10
13. How likely to recommend WSP										~
EFFORT	Ext	tremely D	Officult	07.42.14		area.	12016	51 650	Extrem	ely Easy
Please tick as appropriate		1	2	3 4	5	6	7	8	9	10
14. How easy is WSP to do business with?							~			
Comments										
Local authority working with private company	y - differe	nt time-so	ales for fir	nances etc.	Cultures - n	ot people				
MARKET PERCEPTION										
15. Comparison with competitor?	Bet	ter			Same			Worse		
Overall comments / Key issues to prioritise										
Justifiable reliance on Scott - personalities ar at short-list.	re key-w	veak link v	with him le	aving. Pos	sibly have s	ome input i	nto agreei	ng his rep	acement /	looking
at short-list.										
Would you be happy to provide WSP with a	relerence	-2	✓Yes			wer name:			1000	1
troad you be happy to provide WOP with a							Kirsheen f	clare		
Date of next review: 1st Sentember 2010	reference	81	P 163	□ No					-	
Date of next review: 1st September 2019	reneren or	81	P res	L No		wername: wernole: S			ger	
Date of next review: 1st September 2019 Client name: PRINT Matt Johnson Client signature: MM			F 169	No.					ger	



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the second se	1									arience to da	
Contract number: Various Contract value: (total value to Mouchel)											
Framework: Shropshire Council TEC1	5										
Sector: Local authority											
Client organisation name: Shropshire Co	ouncil										
Type: Public Private	Reg	ulated	A	dvisor (Internal						
Client contact name: Jason Hughes											
Client job title: Street Lighting & Traffic	Signals Co	mmission	ner				trategic		Ope	rational	
Date of interview:	Business str	eam:	_			Busin	ess unit				
Stage: 1. End of pre-contract negotia	ation or mob	lisation	1	2. Mid (ontract		1	3. Post	completion		
SATISFACTION		Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
Please tick as appropriate	1		2	3	4	5	6	7	8	9	10
1. Overall satisfaction with WSP										~	
Comments											
Experienced staff. Good local knowle	dge and ur	derstand	ding o	f current tr	affic signal	systems					
2. Understanding your needs	000								1	~	
Comments Good understanding of the Shropshire	. Council -	-	nte est	high is use	old with the	ind montion					
Good understanding of the Shropshire	e Council re	quireme	nus w	nich is uph	eid with th	ird parties					
3. Budget management					1	1			-	~	
	the second s				1						
Comments					1						L
Comments					1						
						1					
4. Programme management									~		
4. Programme management Comments	rt of the yea	ır. Involv	emer	nt of contra	ctors early	on.			~		
4. Programme management Comments	rt of the yea	ır. Involv	emer	nt of contra	ctors early	on.			~		
4. Programme management Comments Overal schemes of programme at star	rt of the yea	ır. Involv	emer	nt of contra	ctors early	ron.			~		
Comments 4. Programme management Comments Overal schemes of programme at star 5. Health, safety & environment Comments	rt of the yea	ır. Involv	emer	nt of contra	ctors early	ron.					
4. Programme management Comments Overal schemes of programme at star 5. Health, safety & environment Comments	rt of the yea	ır. Involv	emer	nt of contra	ctors early	on.					
4. Programme management Comments Overal schemes of programme at star 5. Health, safety & environment Comments Satisfied, no issues to raise	rt of the yea	ir. Involv	emer	nt of contra	ctors early	ron.					
4. Programme management Comments Overal schemes of programme at star 5. Health, safety & environment Comments Satisfied, no issues to raise 6. Team work & collaboration	rt of the yea	ır. Involv	emer	nt of contra	ctors early	on.					
4. Programme management Comments Overal schemes of programme at star 5. Health, safety & environment Comments Satisfied, no issues to raise 6. Team work & collaboration Comments						on.					
4. Programme management Comments Overal schemes of programme at star 5. Health, safety & environment Comments Satisfied, no issues to raise 6. Team work & collaboration Comments						on.					
4. Programme management Comments Overal schemes of programme at star 5. Health, safety & environment Comments Satisfied, no issues to raise 6. Team work & collaboration Comments Relationship with contractors very goo						 					
4. Programme management Comments Overal schemes of programme at star 5. Health, safety & environment Comments Satisfied, no issues to raise 6. Team work & collaboration Comments Relationship with contractors very goo 7. Serving your customers											
4. Programme management Comments Overal schemes of programme at star 5. Health, safety & environment Comments Satisfied, no issues to raise 6. Team work & collaboration Comments Relationship with contractors very goo 7. Serving your customers Comments	od, enables	work to p	progr	ess withou							
4. Programme management Comments Overal schemes of programme at star 5. Health, safety & environment	od, enables	work to p	progr	ess withou							





	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
Please tick as appropriate	1	2	3	4	5	6	7	8	9	10
9. Quality of service				and the property of					~	
Comments Overall very satisfied as a small team that co	over a lot o	of ground.	Widening a	scope to	incorporate	electronic s	igns			
10. Quality of product or outcome									~	
Comments										
Supervision of a high level on-site, backed u	p by good	dear desi	gns for con	tractor to	work on.					
11. Quality of our people (Enthusiastic? Collaborative? Forward thinking?)									~	
Comments										
Two members of staff with different experier	nce that fit	in well, cov	vering all as	spects of	f signal requ	irements.				
12. Approach to innovation								~		
Always look at pragmatic approach, taking o	n board ar	ny new inn	ovaeons in	the man	Kel.					
LOYALTY	Extreme	aly Unlike	v	14192.79					Extreme	lv Likely
LOYALTY Please tick as appropriate	Extreme	aly Unlike	1		5	6	7		Extreme	-
Please tick as appropriate		aly Unlike 2	y 3	4	5	6	7	8	9	ly Likely 10
		-	1	4	5	6	7	8	1	-
Please tick as appropriate 13. How likely to recommend WSP	1	2	3		5	6	7	8	9	-
Please tick as appropriate 13. How likely to recommend WSP Comments	1 with both	2	3 contractor		5	6	7	8	9	-
Please tick as appropriate 13. How likely to recommend WSP Comments Been well established team which works we	1 with both	2 a dient and	3 contractor			6	7	8	9	10
Please tick as appropriate 13. How likely to recommend WSP Comments Been well established team which works we EFFORT	1 I with both Extr	2 dient and	3 contractor				1		9 V	10 oly Easy

MARKET PERCEPTION			
15. Comparison with competitor?	Better	✔ Same	Worse

Overall comments / Key issues to prioritise

Some knowledge has been lost from the team on the tender contract side due to retirement. Need to ensure this knowledge is retained in office or throughout the group for contract queries or re-tendering service.

Would you be happy to provide WSP with a reference?	✓ Yes	No No	Interviewer name: Debs Hardy
Date of next review:			Interviewer role: Assistant Project Manager
Client name: PRINT Jason Hughes			
Client signature:			