



The Service Provider

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- CCTV Systems
Intruder & Fire Alarms
Access Control Systems
Radio & Data Communications
Nurse & Warden Call Systems
Automatic Traffic Barriers & Gates
Electrical Installations
Building Control Systems
24hr Service
Local & National Coverage
Maintenance Programmes
On-Line Support

Job No: [redacted]

Customer Satisfaction Form

Thank you for choosing EDS.

We trust that you were happy with the work we carried out for you and that our workmanship met your expectations. In order that we maintain our high standards and to monitor our quality service, we would appreciate a moment of your time to complete this Customer Satisfaction Form, and either post or fax it back to us.

Name: [redacted] Company (if applicable): SPARKS Position: CHARGE HAND
Address: BROADFOLD ROAD BRIDGE OF DON ABERDEEN Post Code: AB23 8EE
Tel No: [redacted] Fax No: [redacted] Mobile: [redacted]
How did you originally hear about EDS?: Date: 2/7/16

Table with 5 columns: Excellent, Good, Average, Poor. Rows: Ease of Contact, First Impressions, Polite & Helpfulness, Plan of Action Given, Speediness of Enquiry.

Table with 5 columns: Excellent, Good, Average, Poor. Rows: Polite & Helpful, Knowledgeable, Appearance, Quality of Workmanship, Regard to your property.

Table with 5 columns: Excellent, Good, Average, Poor. Rows: Punctuality, First Impression, Polite & Helpfulness, Knowledgeable, Plan of Action Given.

Table with 5 columns: Excellent, Good, Average, Poor. Rows: Informed you of Progress, Explained the Works, Demonstrated the Works, Carried out their works, Informed you of any delays.

Table with 5 columns: Excellent, Good, Average, Poor. Rows: Presentation, Ease of Understanding, Quality of Information, Value for Money, Punctuality.

Table with 5 columns: Excellent, Good, Average, Poor. Rows: Ease of Use, Functional, Build Quality, Instructions, Overall Opinion.

About the operative(s):
Date & Time Expected: Date: 1/7/16 Time: 7:30
Date & Time Arrived: Date: 1/7/16 Time: 7:30
Was this acceptable: Yes
Comments:

Would you purchase from EDS Again? Yes
Would you recommend EDS to other people? Yes
Reason (if any):
If yes, I would recommend EDS to:

Is there anything else you would like us to know?

Are there any improvements we could make?

Thinking about your purchasing decision, please rank the items listed below in order of importance, i.e. if Warranty was the most important mark it with [1]
[] Availability [] Quality of Products [] Performance of Products [] Price [] Warranty [] Location [] Service Backup & Support
[] Company Track Record [] Company Accreditations [] Company Technical Abilities [] Other Please Give Details -

Table with 6 columns: Intruder Alarms, Fire Alarms, CCTV Cameras, Access Control, Warden Call System, PA Systems, Traffic Barriers, Rising Kerbs, Rising Bollards, Automatic Gates, Turnstiles, Site Security, Pay & Display, Electrical Testing, Electrical Installation, Financing, Maintenance Contracts, Other (Please State).

Return via email to support@edsuk.com