



Company Name : **Contact Name :**

Address :

Tel No : **Email :**

Performance

Rating (See Below)

- Are you satisfied with the services carried out?
- Did you feel that you obtained a cost effective service?
- Was the quality of work satisfactory?
- Were any queries / complaints dealt with promptly?
- Did you find the attitude / assistance or our staff satisfactory?
- Was the service you received as you expected?
- Should the opportunity arise, would you consider Novus Rail for another contract?

Performance Rating Criteria : 1 = Totally Dissatisfied, 2 = Mostly Satisfied, 3 = Neither Satisfied / Dissatisfied, 4 = Mostly Satisfied, 5 = Totally Satisfied.

If you have any suggestions that could improve our service please give details below:-

Management System Effectiveness

Did the contract involve utilising Novus Rail’s Management System? Yes No

If you have any suggestions that could improve our Management System please give details below:-

Completed By

Name : **Signed :** **Date :**

