

BMT Fleet Technology Limited has recently completed a project for you. I am pleased that you selected our company for this work, and ask that you take a few moments to report your level of satisfaction with our performance. As a company with a management system registered to ISO 9001:2008, we are committed to continuous improvement in our services.

I would like to ask you to complete the following evaluation and return it by fax or mail or by email to [kscrimshaw@fleetech.com](mailto:kscrimshaw@fleetech.com).

This information will be recorded and used to monitor our performance both at a company level and at the level of our project teams. Should your response require the attention of the project manager, you may be contacted for clarification.

**Project Ref Number:** XXXXX      **Project Title:** XXXXXXXXX

Please rate each of the following on a scale from 1 to 10.

Performance Measure	Score
Accuracy of Estimate	
On Time Delivery	
Quality of Deliverables	
Subcontractor's Contribution	
Accuracy of Invoicing	
Customer Relationship	
Value for Money	

9 - 10 indicates excellent performance  
 5 - 8 indicates good performance  
 1 - 4 indicates unacceptable performance

Please comment on your overall level of satisfaction with the way in which this project was conducted.


Thank you for your input and for taking the time to complete this evaluation.



President