

PERFORMANCE ANALYSIS

Client : _____

As part of our commitment to ensure consistency in our service and improve it where necessary, could you please score MaitlandQS's overall performance on your projects out of 10.

It would assist us to understand how we are rated and consider how to improve the quality of the service we provide you with if you would name other practices you have used. However, if you consider this information sensitive and do not wish to do so then simply number them.

COMPETITION POSITION		MAIN COMPETITORS			
Critical Success Factor (CSF)	Importance of CSF (% weighting)	MaitlandQS	1. Name ...	2. Name ...	3. Name ...
CSF 1 <i>How well service provided meets requirements</i>					
CSF 2 <i>Quality of staff</i>					
CSF 3 <i>How responsive is management</i>					
CSF 4 <i>How professional is the practice</i>					
CSF 5 <i>Competitive fees</i>					
CSF 6 <i>Overall value for money</i>					
CSF 7 <i>Importance of locality of the practice</i>					
CSF 8 <i>Contractual knowledge</i>					

If you have any further comments, a meeting can be arranged to discuss them.

Please check the box if you would like us to organise this

Name: _____

Position in Company: _____