



# CUSTOMER SERVICE SURVEY

PROJECT: \_\_\_\_\_

GPRM JOB #: \_\_\_\_\_

This opinion survey seeks information on our performance on this project. Not all sections may apply to your area of involvement, so please complete any relevant topics as you see fit. Our intent is to receive constructive feedback so we can better meet your needs on future projects.

**A) SALES SUPPORT**

Excellent

Poor

1. Responsiveness to your inquiries
2. Product / application knowledge
3. Design / engineering support
4. Availability of product information / brochures
5. Ability / timeliness to resolve contract issues
6. Value engineering
7. Clarity and completeness of "scope of work"
8. Accuracy in explaining terms and conditions

What led you to use / not use precast for this project? \_\_\_\_\_

What additional sales/precon services could we provide? \_\_\_\_\_

**B) DESIGN QUALITY**

Excellent

Poor

1. Timeliness of submittals
2. Clarity of drawings and calculations
3. Competency in handling technical issues
4. Responsiveness to your inquiries

What additional technical services would you like to see on future projects? \_\_\_\_\_

**C) PRODUCT QUALITY**

Excellent

Poor

1. Dimensional tolerances
2. Constructability and erection
3. Consistency of finish
4. Performance
5. Overall appearance of precast structure

Product Quality Suggestions \_\_\_\_\_

**D) CONSTRUCTION AND ADMIN SERVICES**

Excellent

Poor

1. Conformance to overall schedule
2. Daily deliveries
3. Accessibility / communication with GRMP representatives
4. Responsiveness / ability of GRMP representatives
5. Resolution of punch-list items
6. Safety consciousness (documentation and adherence)
7. Cooperation / coordination with other trades
8. Timeliness / accuracy of billing documentation

What additional service could we provide to help in the success of future projects? \_\_\_\_\_

**Satisfaction with GPRM Prestress based on this project**

Excellent

Poor

Additional Comments / Suggestions \_\_\_\_\_