

THE WINDOW GLASS COMPANY (BRISTOL) LTD – CUSTOMER FEEDBACK & TESTIMONIALS

As a Company we are keen to seek feedback on projects that we undertake by giving our Customers the opportunity to complete one of our Customer Feedback Forms, we believe it is important to give our Clients a means to share their experience of working with us whether it is good or bad. It is only by seeking this feedback that we are able to enhance our strong points and look to improve on areas that need it.



Please see below a summary of our most recent review of the feedback we have received.

When asked to score us between 1 and 5 (5 being the highest) on the following areas: QUALITY, PRICE, RELIABILITY, AFTERSALES & SPEED OF SERVICE we were scored a combined average of:-

3.98 out of 5

In excess of 95% of customers when asked said they would use us again.....

When asked what we do well on projects and the perceived benefits of using us, we typically receive feedback as below (direct quotes):-

Financially competitive local company....

Good communication, prompt drawing production, efficient site installations

From: **ISG Retail**

Good value for money....

Quality is top rate, communication is good from the outset, met dates discussed and agreed which was very important on this project due to tight procurement schedule....

From: **Midas Interiors**

Site staff had pride in their work & wanted to give an exceptional standard of installation in all areas....

From: **Morgan Sindall**

Good products, well made and delivery to site on time....

Deal with issues on site proactively, good site team and visiting Manager....

From: **Kier Construction**

Good upfront design, good drawings, open pricing & good knowledge of your systems, stuck to programme commitments fairly well....

From: **Midas Construction**

Site team was excellent. The supervisor is a credit to your Company.

From: **Beard Construction**

In addition we have received many testimonials as below:-

I am very appreciative of the assistance I received from your project co-ordinator and I would like to take the opportunity to commend him for his thoroughness, honesty and integrity.

From: **Midas Construction**

Following the recent completion of the above project, I would like to express my appreciation to you and your team for the manner in which you worked with Kier to successfully deliver this project to our Client.

Our project team has asked me to specifically express thanks to your installation Manager for the very competent and helpful installation and design team and their approach to the works.

From: **Kier Construction**

I am writing to express our thanks to you and your site team for their performance on the successful completion of the extension and refurbishment of the project.

Following our internal closedown meeting, our Project Manager, highlighted that your performance has been to a high standard on a project that was extremely challenging, with many issues to deal with such as public environment, tight timescales, restricted access, and out of hours working. Your support and understanding of these constraints allowed the works to be completed to a successful conclusion.

Your installation Managers can-do attitude, cooperation and approach to safety, made this element of the work a complete success and was well received by the Client Project Manager, scoring a customer satisfaction survey of 10/10

From: **Kier Regional**

Thank you for your work on the Swindon project and helping us to achieve perfect delivery, we look forward to working with you again.

From: **Morgan Sindall**

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