**QUESTIONNAIRE FOR CLIENTS**

**(FULL MANAGEMENT CONTRACTS)**

Please tick (√) as appropriate. Comments may be stated where applicable. Results of this questionnaire will be analysed and appropriate action taken.

Grading scheme as follows: 1 Excellent

1. Good
2. Satisfactory
3. Needs Improvements
4. Poor

Please state Company name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| COMMUNICATION: How do you grade | | **1** | **2** | **3** | **4** | **5** |
| 1. | - your communication with our office in general? |  |  |  |  |  |
| 2. | - the quality of our replies to your messages? |  |  |  |  |  |
| 3. | - the punctuality of our replies to your messages? |  |  |  |  |  |
| 4. | - the quality of information from this office in cases of emergencies? |  |  |  |  |  |
| 5. | How can V. Ships improve? | | | | | |

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| REPORTING: How do you grade | | **1** | **2** | **3** | **4** | **5** |
| 6. | - the quality of day to day/weekly reporting? |  |  |  |  |  |
| 7. | - the relevance of information supplied in Reports in view of your own use? |  |  |  |  |  |
| 8. | - the punctuality of all Reports? |  |  |  |  |  |
| 9. | How can V. Ships improve? | | | | | |

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| EXPERTISE: How do you grade | | **1** | **2** | **3** | **4** | **5** |
| 10. | - the knowledge and experience of V. Ships office staff? |  |  |  |  |  |
| 11. | - the attitude of V. Ships office staff? |  |  |  |  |  |
| 12. | - the co-operation of V. Ships office staff? |  |  |  |  |  |
| 13. | - the speed of actions taken by this office to operational problems? |  |  |  |  |  |
| 14. | How can V. Ships improve? |  |  |  |  |  |

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| SERVICES: How do you grade | | **1** | **2** | **3** | **4** | **5** |
| 15. | - the overall quality of our technical service? |  |  |  |  |  |
| 16. | - the overall quality of our financial reporting? |  |  |  |  |  |
| 17. | - the overall quality of our crew? |  |  |  |  |  |
| 18. | - our ability to work within predefined budgets? |  |  |  |  |  |
| 19. | - the overall quality of handling insurance claims? (if insurance cover is handled by the Manager) |  |  |  |  |  |
| 20. | How can V. Ships improve? | | | | | |

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| MANAGEMENT: How do you grade | | **1** | **2** | **3** | **4** | **5** |
| 22. | - the accessibility/liaison with the Senior Management to solve problems? |  |  |  |  |  |
| 23. | - the corrective actions towards any complaints made? |  |  |  |  |  |
| 24. | - the overall fulfilment of your Management Agreement? |  |  |  |  |  |
| 25. | How can V. Ships improve? | | | | | |

Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_