SECTION S16– CLIENT'S FEEDBACK

OBJECTIVE

To define pro-active measures for obtaining Client's feedback and level of satisfaction on Company performance. The data collected shall be analysed for continuous improvement of the Company performance.

RESPONSIBILITIES

The Project Director/Manager shall be responsible for approaching the Client or Client's Representatives for obtaining the feedback pertaining to the works and services rendered by the Company ***for projects with total construction cost of $15 Million and above. For projects with construction cost less than $15 Million, client's feedback will only be obtained from repeated clients to be decided by the Project Director.***

DEFINITIONS

The scopes of feedback shall be defined to cover the scope of services rendered to the Client using the Client's Feedback form.

PROCEDURES

1. Report Generation

The feedback shall be obtained by sending the Client Feedback Form to the Client or its representative, or through face-to-face interview conducted by the Project Director or Project Manager. The person shall be selected based on the following criteria

(a) someone personally involved and deals with the Company directly

(b) someone of credible background and of reasonable seniority in the Client's organization

(c) someone who can influence the Company's future business prospect

All the personal chosen shall be approved by the Managing Director/Project Director and authorized via the Authorisation for Client's Feedback form.

In the event where face-to-face interview is conducted, the interviewer shall complete the Client's Feedback form covering all the area of evaluation. In the course of interview, other area of feedback that is not covered under the standard items shall also be recorded appropriately.

Upon receipt of the Client's Feedback, the Managing Director/Project Director/Project Manager/QE Manager shall review the contents and decide whether any urgent or immediate corrective/preventive actions are required.

Should an appropriate corrective/preventive action is required, the Project Manager/QE Manager shall initiate the Feedback Report Form in accordance with the Feedback Reporting procedure.

The Document Controller shall then enter all the data obtained into an appropriate format for further analysis and summarize the findings for presentation in the annual Management Review Meeting.

It is strongly encouraged that the interview shall be conducted every year for long term project and at the end of the project completion for all projects.

2. Distribution

The Client's Feedback shall be distributed to the Managing Director, Directors and project team members.

3. Records

A copy of the Client's Feedback shall be maintained in the Client's Feedback File.

REFERENCE

Form S16.A - Authorisation for Client's Feedback

Form S16.B - Client's Feedback Form