



Customer Key Performance Indicator Sheet

Contract Name:	Contract Number:
Client Contact Name:	Service Provided:
Location:	Date:

Please indicate which rating most regularly defines the standards of service that you have recently experienced.

1 - 2 Poor	3 – 4 Average	5 - 6 Good	7 – 8 Very Good	9 – 10 Excellent
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	1-10	Comments
Capability and behaviour of Security Officer		
Reliability		
Management of Service		
Supervision		
Responsiveness		
Flexibility		
Communication		
Willingness to recommend		
Intention to renew Contract		
How do your customers/clients view the Security Officer		

Comments (Any score below 7 requires action)	Action Required
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Thank you for taking time to complete this document. The information helps us to monitor your view of our service with the continual improvement of our service delivery.