

## **Quality Ladder – Feedback Form**

I have enclosed an attached sheet for the purpose of recording candidate information on quality. I would be grateful if you would spend a few minutes to complete the form and return to us for our records.

### **Definitions: -**

Please assess the quality of service you have received over the previous period, based on the following standards.

**EXCELLENT**            Performance is *consistently above* the required standard

**GOOD**                Performance *always* achieves the required standard and is *often above* the required standard

**AVERAGE**           Performance *achieves* the required standard

**FAIR**                 Performance *generally* achieves the required standard but *sometimes* falls below

**POOR**                Performance is *consistently below* the required standard

This questionnaire is being run in conjunction with the Temporary Performance Programme, which gives temporary workers the chance to win incentives, based on your vote for their performance. This questionnaire offers you the chance to give us valuable feedback on our staff and service quality.

**PRIVATE AND CONFIDENTIAL**

**Your Name:**

**Candidate Name:**

**Job Title:**

**Employed as:**

**Your Company:**

**Started:**

**Tel. No:**

**Finished:**

**STAFF QUALITY**

***Please circle the appropriate choice***

- |   |      |      |         |      |           |
|---|------|------|---------|------|-----------|
| 1. Time keeping and absenteeism?                                    | Poor | Fair | Average | Good | Excellent |
| 2. Do staff have the necessary skills and qualifications?           | Poor | Fair | Average | Good | Excellent |
| 3. Do staff take instruction well and work on their own initiative? | Poor | Fair | Average | Good | Excellent |
| 4. Are staff positive, motivated and hardworking?                   | Poor | Fair | Average | Good | Excellent |
| 5. Do staff fit in with your team?                                  | Poor | Fair | Average | Good | Excellent |
| 6. Do staff wear appropriate clothing?                              | Poor | Fair | Average | Good | Excellent |

**SERVICE PERFORMANCE**

- |   |      |      |         |      |           |
|---|------|------|---------|------|-----------|
| 1. Do we find out your needs and implement them fully?                      | Poor | Fair | Average | Good | Excellent |
| 2. Are previously supplied temporaries provided when requested?             | Poor | Fair | Average | Good | Excellent |
| 3. Do we seek ways of developing our partnership?                           | Poor | Fair | Average | Good | Excellent |
| 4. Do we keep you informed?   | Poor | Fair | Average | Good | Excellent |
| 5. Do we act quickly on your requirements?                                  | Poor | Fair | Average | Good | Excellent |
| 6. Does the branch work as a team to service your needs?                    | Poor | Fair | Average | Good | Excellent |
| 7. Do we get it right and if not do we rectify any mistakes if they happen? | Poor | Fair | Average | Good | Excellent |

How frequently should we be checking your satisfaction levels? Please tick box.

Weekly       Monthly       Quarterly       Bi-annually       Annually

ANY OTHER COMMENTS?

\_\_\_\_\_

\_\_\_\_\_

Signed

Date

\_\_\_\_\_