

# CUSTOMER SATISFACTION SURVEY

As part of SWL's on-going commitment to ISO 9001-14001: 2015 and our quality objectives, we would appreciate if you could complete our Customer Feedback Form. This will give you an opportunity to tell us how we performed following the completion of our recent project for you. We appreciate your feedback either positive or negative and look forward to receiving your comments.

1. How well do you feel that SWL performed in each of the following areas? (please tick)	POOR	SATISFACTORY	GOOD	EXCELLENT	EXCEEDED EXPECTATIONS
Understanding your requirements?					✓
Speed of response to queries?					✓
How easy we were to contact?					✓
Clarity of information provided?					✓
Meeting deadlines?					✓
How well did we keep you informed of progress/problems that may have arisen during the process?					✓
Our ability to be flexible?					✓
Our quality of presentation?					✓
Value for money?					✓
How well did the finished product meet with the agreed specification?					✓

2. Any general comments you would like to make: [REDACTED]

3. How would you rate the overall quality of our service? [REDACTED]

4. Would you recommend our services to others? [REDACTED]

5. Please tick if you do not wish us to use your comments for publicity purposes? ☒

F183

Issue 1

07/09/2021

YOUR NAME	<span style="background-color: black; color: black;">[REDACTED]</span>
COMPANY	<span style="background-color: black; color: black;">[REDACTED]</span>
PROJECT NAME	<span style="background-color: black; color: black;">[REDACTED]</span>

# CUSTOMER SATISFACTION SURVEY

As part of SWL's on-going commitment to ISO 9001-14001: 2015 and our quality objectives, we would appreciate if you could complete our Customer Feedback Form. This will give you an opportunity to tell us how we performed following the completion of our recent project for you. We appreciate your feedback either positive or negative and look forward to receiving your comments.

1. How well do you feel that SWL performed in each of the following areas? (please tick)	POOR	SATISFACTORY	GOOD	EXCELLENT	EXCEEDED EXPECTATIONS
Understanding your requirements?				X	
Speed of response to queries?					X
How easy we were to contact?				X	
Clarity of information provided?				X	
Meeting deadlines?					X
How well did we keep you informed of progress/problems that may have arisen during the process?				X	
Our ability to be flexible?					X
Our quality of presentation?				X	
Value for money?				X	
How well did the finished product meet with the agreed specification?				X	

**2. Any general comments you would like to make?**

We are please we the quick and good communication and the turn around times for the coolers we have brought for servcie.

**3. How would you rate the overall quality of our service?**

So far we are very please with the cooperation.

**4. Would you recommend our services to others?**

Absolutely.

**5. Please tick if you do not wish us to use your comments for publicity purposes?** ☐

F183

Issue 1

07/09/2021

YOUR NAME	
COMPANY	
PROJECT NAME	

# CUSTOMER SATISFACTION SURVEY

As part of SWL's on-going commitment to ISO 9001-14001: 2015 and our quality objectives, we would appreciate if you could complete our Customer Feedback Form. This will give you an opportunity to tell us how we performed following the completion of our recent project for you. We appreciate your feedback either positive or negative and look forward to receiving your comments.

1. How well do you feel that SWL performed in each of the following areas? (please tick)	POOR	SATISFACTORY	GOOD	EXCELLENT	EXCEEDED EXPECTATIONS
Understanding your requirements?					X
Speed of response to queries?					X
How easy we were to contact?					X
Clarity of information provided?					X
Meeting deadlines?					X
How well did we keep you informed of progress/problems that may have arisen during the process?					X
Our ability to be flexible?					X
Our quality of presentation?					X
Value for money?				X	
How well did the finished product meet with the agreed specification?					X

**2. Any general comments you would like to make?**

Tony and his teams have been a joy to deal with from start to finish on the job just completed.

**3. How would you rate the overall quality of our service?**

Faultless, top marks.

**4. Would you recommend our services to others?**

Without hesitation.

**5. Please tick if you do not wish us to use your comments for publicity purposes?** ☐

YOUR NAME	
COMPANY	
PROJECT NAME	

# CUSTOMER SATISFACTION SURVEY

As part of SWL's on-going commitment to ISO 9001-14001: 2015 and our quality objectives, we would appreciate if you could complete our Customer Feedback Form. This will give you an opportunity to tell us how we performed following the completion of our recent project for you. We appreciate your feedback either positive or negative and look forward to receiving your comments.

1. How well do you feel that SWL performed in each of the following areas? (please tick)	POOR	SATISFACTORY	GOOD	EXCELLENT	EXCEEDED EXPECTATIONS
Understanding your requirements?					X
Speed of response to queries?					X
How easy we were to contact?					X
Clarity of information provided?					X
Meeting deadlines?					X
How well did we keep you informed of progress/problems that may have arisen during the process?					X
Our ability to be flexible?					X
Our quality of presentation?					X
Value for money?					X
How well did the finished product meet with the agreed specification?					X

**2. Any general comments you would like to make?**  
SWL went above and beyond in the inspection, overhaul, and certification of our pig receiver trolleys and retrieval tools. The team demonstrated excellent communication throughout, keeping us fully updated on progress and providing clear, practical solutions and recommendations. Their willingness to honour the original quotation, despite the additional work required, showed a real commitment to customer service and building long-term relationships.

**3. How would you rate the overall quality of our service?**  
Excellent. The quality of workmanship, professionalism, and customer care was outstanding from start to finish.

**4. Would you recommend our services to others?**  
Absolutely. Based on our experience, I would have no hesitation recommending SWL to others. They deliver high-quality work, are proactive in finding solutions, and provide a reliable and trustworthy service.

**5. Please tick if you do not wish us to use your comments for publicity purposes?** ☐

F183	YOUR NAME	Tara A [REDACTED]
Issue 1	COMPANY	[REDACTED]
07/09/2021	PROJECT NAME	Overhaul and Recertification of Pig Retrieval Tool & Trolley

# CUSTOMER SATISFACTION SURVEY

As part of SWL's on-going commitment to ISO 9001-14001: 2015 and our quality objectives, we would appreciate if you could complete our Customer Feedback Form. This will give you an opportunity to tell us how we performed following the completion of our recent project for you. We appreciate your feedback either positive or negative and look forward to receiving your comments.

1. How well do you feel that SWL performed in each of the following areas? (please tick)	POOR	SATISFACTORY	GOOD	EXCELLENT	EXCEEDED EXPECTATIONS
Understanding your requirements?					✓
Speed of response to queries?					✓
How easy we were to contact?					✓
Clarity of information provided?					✓
Meeting deadlines?					✓
How well did we keep you informed of progress/problems that may have arisen during the process?					✓
Our ability to be flexible?					✓
Our quality of presentation?					✓
Value for money?					✓
How well did the finished product meet with the agreed specification?					✓

2. Any general comments you would like to make? We are really happy with the work carried out, no mess very tidy and worked when the children weren't in school, would recommend.

3. How would you rate the overall quality of our service? Excellent service, quick and efficient

4. Would you recommend our services to others? Yes absolutely

5. Please tick if you do not wish us to use your comments for publicity purposes? ☐

F183

Issue 1

07/09/2021

YOUR NAME	
COMPANY	
PROJECT NAME	