

ELEMENTA CLIENT FEEDBACK STUDY 2005

At Elementa we recognise that to be our client's consultant of choice, we must deliver what our clients want in a competitive and rapidly changing market. Like the buildings we design, we must be adaptive!

We need to be objective about understanding our clients. During 2005 Elementa carried out two client satisfaction studies with a diverse range of clients. Here we summarise this feedback to celebrate our achievements and acknowledge the opportunities we have to develop our service further. We are striving to improve client satisfaction. This feedback is a key part of our process of continuous improvement.

ACHIEVEMENTS

- We have improved our strength in depth and our ability to deliver larger projects.
- Our clients' view is that Elementa is highly technically competent and delivers great value.
- Our teams are very personable and we provide practical and commercial solutions that work.
- In the Health Sector Elementa is seen as a leading expert and a valued contributor to the whole process of health delivery.
- We are also seen as particularly strong in Hotels, Retail and Residential.

Here are some of the supporting quotes:

"Elementa provides the right solution for the client. For example, they suggested lots of ideas to enable the future maintenance programme work effectively with little disruption to the running of the building - All of the design ideas were used."

"The best M&E consultant I have ever worked with!"

"They add value whenever they can, they have vast experience and an enormous grasp."

"They are much more knowledgeable than us on health building issues"

"... the depth of their experience in this area – I have been bowled over!"

OPPORTUNITIES

Our clients' have made constructive suggestions on opportunities for us to continue to further improve our service. In particular some clients are not aware of our full range of services and skills. In response, we have developed plans to ensure that we follow through and build on our existing strengths. These include:

- Developing a wider service with emphasis on more strategic consultative advice at the outset of a project.
- Rolling out our best practice across all of our market sectors.
- This means that we will be:
 - Communicating and presenting our knowledge more clearly and developing our advice on 'green issues'.
 - Increasing our understanding of all of our clients areas of business and their specific market needs.

Thanks to all who took part!