

ELEMENTA CLIENT FEEDBACK STUDY 2006

“When in the pub on Friday afternoon we never hear anything bad about Elementa - other constructors and consultants yes, but not Elementa” client quote 2006

We are proud to announce that for the past three studies our clients have rated us as one of the best Mechanical and Electrical Consultancies they have worked with. This year our clients have positioned us in the top 15%* of consultants for achieving overall client satisfaction – ‘Overall Performance’ - according to the Constructing Excellence KPI guidelines.

We undertook our first client study in 2003 as we had heard for so long that infamous question relating to building services - ‘**does anyone know a good M&E consultant?!**’ The studies have given us great insight into our clients’ needs and how our clients perceive our people and our service.

ELEMENTA STRENGTHS 2006

For 2006, our Clients believe we are one of the best Mechanical and Electrical Consultants to work with.

The results showed ...

- we are well liked and provide highly competent people who can deliver functional and practical M&E solutions
- our Directors provide quality in delivery and take personal responsibility on projects
- our teams are responsive and reliable providing clients with continuous support
- our clients view us as a trustworthy organisation

The study also highlighted that our clients are confident to recommend us to others which is critical to the success of our business.

“They understand because they listen and bring value”

“They simplify things as much as possible, don’t over elaborate”

“Knowledgeable and competent”

“Highly specialized”

“I am happy to recommend Elementa, in fact I already have done”

THE FUTURE FOR ELEMENTA

The 2006 study also highlighted some suggestions to improve our service. As we continue to grow it is important we change according to our clients needs. To address this, our teams have committed to the following:

- They will continue to get closer to our clients so we can track the success of a project according to clients’ needs
- We will provide regular reporting on projects and ensure communication remains clear and consistent
- We have invested in improving our processes by introducing the Elementa Management System (EMS) - this system is helping to ensure top quality and service from initial opportunity through to ultimate project delivery.

Finally we would like to say a big thank you to all our clients who took part.



Constructing Excellence
Consultants KPIs 2006