

## ELEMENTA CLIENT FEEDBACK STUDY 2007

*‘They fit well within the project team and contribute to a healthy working culture’* client quote 2007

This is the second year running that Elementa’s clients have positioned us in the top 15%\* of consultants for achieving overall client satisfaction – ‘Overall Performance’

### ELEMENTA STRENGTHS 2007

For 2007, 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 and Senior Managers provide excellent leadership
- our teams are responsive and reliable providing clients with continuous support
- our clients view us as a trustworthy organisation
- our clients say we are good value for money

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



*“Elementa is strong in personalities; competitiveness; time of delivery; reporting and meets my time frame”*

*“Elementa have been helping us build environmentally sustainable buildings”*

*“They can tick all the boxes, imaginative, vision and wider view”*

*“Always come up with cost-effective designs”*

### 2007 ELEMENTA ACHIEVEMENTS

- Building Services Consultancy of the Year
- Elementa’s Management System certified to ISO9001

### THE FUTURE FOR ELEMENTA

The 2007 study also highlighted some suggestions to improve our service. As we continue to grow it is important we change according to our clients needs.

Our commitment for 2007 is to continue to provide competitive engineering solutions and continue to improve the depth of the organisation by recruiting quality staff with strong commitment and enthusiasm to help us provide a sustainable business for our clients. We must also be strong in communicating well with all of our construction partners throughout projects and provide them with the support they need.

Finally we would like to say a big thank you to all our clients who took part, without you we wouldn’t be able to develop our service to your needs.