

ELEMENTA CLIENT FEEDBACK STUDY 2008

“They are one of the best consultants we’ve got” Healthcare Client 2008

This year was our largest client feedback study to date. Our clients have told us that we are still performing better than our competitors.

ELEMENTA STRENGTHS 2008

For 2008, our Clients believe we are one of the best Mechanical and Electrical Consultants to work with.

The results showed what we are doing right:

- Excellent customer service by more of our client facing staff
- Our drive for design excellence
- Getting the building right for the people in it
- Markedly different, focussed and solutions orientated delivery
- We are differentiating our business through our sustainability expertise
- Integration within the project team

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

“They have the commitment to getting it right” John Maskell, MWB

“All individuals are prepared to listen and produce work in a very efficient and flexible way; they are good team members” Andrew Mc Neill, Royalton

“They are good... they make things easier to understand” Richard Geary, Matrix

“I feel that their knowledge of sustainability sets Elementa apart from the competition” Paul Reynolds, Carillion

ELEMENTA MOVING FORWARD

The 2008 study also highlighted some suggestions to improve our service. As we continue to grow it is important we change according to our clients needs.

As part of our continuous improvement we will be:

- Implementing a Key Relationship Management programme
- Continuing our technical training and development
- Continuing to keep our clients up to date on sustainability and energy solutions
- Developing our Environmental procedures to achieve accreditation to ISO 14001
- Seeing you, our clients more often

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.

