



CUSTOMER SATISFACTION SURVEY

Project Name : The Dubai Mall Fashion Avenue Expansion
Location : Dubai Mall
Subject : Concrete cutting works, Controlled Demolition, Conventional Demolition, Core Drilling Works,
Scope of Works : Demolition Concrete Cutting of Tunnel, 2 Lift Lobbies, 3 Stair Lobbies, 48 Helix Beams, Car Park Slabs and Beams, including Scaffolds/ Design Scaffold and Third Party Certificate, Design, Cranes and Lifting Plan, Planning/Program, Carting Away Concrete Blocks and Debris.

1. Please rate your overall satisfaction with the quality of services provided by WEM Technical Services:

- Excellent
- Very Good
- Good
- Bad

2. Please explain below your above rating :

They respond on time & take action as per site requirement.

3. If you expressed dissatisfaction or have concerns about any of the items above, please explain why you feel that way below :

N/A

4. How did the performance of our equipments satisfy your project needs :

- Excellent
- Very Good
- Good
- Bad

Dutco Balfour Beatty (L.L.C.)
P.O. Box 8944, Dubai - U.A.E.
AK8301 (TDM-FAE-01)-DUBAI MALL
FASHION AVENUE EXPANSION



WEM Technical Services

Expertise in Demolition – Concrete Cutting and Coring Works
02-6741642/02-6741643

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5. Kindly rate the overall performance of the following :

	Excellent	Very Good	Good	Bad
Project/Sales Manager	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Foreman	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operators	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. All things considered, how does WEM Technical Services compare with other Concrete Cutting, Coring and Controlled Demolition companies :

- Best
- Better
- About the same
- Not as good
- Definitely not

7. Aside from the issues you have already described / rated in this survey, are there any other areas of development we can work on in order to serve you better?

* Documents Submission - MSRA / Design calculations / Shopdraws. etc.

8. How long has your organization been a customer of WEM Technical Services?

- Less than 1 year
- 1 to 2 years
- 3 to 5 years
- 6 to 9 years
- 10 years or more

Thank you so much for participating in our customer satisfaction survey. We appreciate your feedback.

Name : AJAY SHAMKUWAR

Designation : Project Manager

Mobile No. : 055-8759008

Signature :

