

CROWN SPORTS LOCKERS (UK) Ltd

FAO Phil Lynn
 Cofathec Ltd
 C/o Sancturay Buildings
 20 Great Smith Street
 London
 SW1P 3BT

02/10/2008

Ref: BS EN ISO 9001: 2000 Report Ref # CS008

We are committed to continuously improving our service to all our customers. We hold the above Quality Standard and not only monitor our approach to our work but ensure the emphasis is on you, our customer. To this end it would be helpful if you would complete the questionnaire below in order to help us look at our service to you and ourselves overall.

Please answer the questions on a scale of 4 - 1 where 4 = excellent and 1 = poor.

Should you wish to make further comment please do so. Please fax the questionnaire back to us or else return it with the Master Key Receipt Form. Your time and your comments are very much appreciated.

Sales: How well was your sale enquiry handled?	4	3	2	1
Design and Quotation: How satisfied were you with our performance?	4	3	2	1
Quality of Product How did the quality meet your expectations	4	3	2	1
Installation. How satisfied are you with the: The standard of installation?	4	3	2	1
The courtesy and helpfulness of installation team?	4	3	2	1
Any comments you would like to make on how we could improve our performance?				

N/A

THANK YOU VERY MUCH FOR TAKING THE TIME TO COMPLETE THIS
 SURVEY

Please return by fax: 01803 556767 or enclose with Master Key Acceptance Form.

Richard Hardy
 University of Cambridge
 Buildings Officer
 Cambridge University Library
 West Road
 Cambridge
 CB3 9DR

08/05/2009

Dear Richard

Ref: BS EN ISO 9001: 2000 Report Ref # CS304

We have been selling wood lockers and accessories from our web site since the year 2004. We are constantly striving to make this operation as simple as possible. We listen to, review all comments and make improvements to the site on a regular basis.

This is part of our commitment to continuously improving our service to all our customers. We hold the above Quality Standard and not only monitor our approach to our work but ensure the emphasis is on you, our customer. To this end it would be helpful if you would complete the questionnaire below in order to help us look at our service to you and ourselves overall.

Please answer the questions on a scale of 4 - 1 where 4 = excellent and 1 = poor.

Web Site				
How easy to use was the web site?	4	3	2	1
Technical Sales Assistance				
How helpful was the sales person?	4	3	2	1
Delivery				
How satisfied were you with the delivery?	4	3	2	1
Packaging				
How satisfied were you with the packaging?	4	3	2	1
Installation				
How did you find the lockers to install?	4	3	2	1
Quality of Product				
How did the quality meet your expectations?	4	3	2	1
Any comments you would like to make on how we could improve our performance?				
<p><i>We missed locker numbers - ensure sales staff ask!!!</i></p>				

THANK YOU VERY MUCH FOR TAKING THE TIME TO COMPLETE THIS SURVEY
 Please return by fax to 01803 556767 along with the Master Key Acceptance Form

CROWN SPORTS LOCKERS (UK) Ltd

Simon Lee
 Queenswood School
 Queenswood
 Shepherds Way
 Brookmans Park
 Hatfield
 Herts
 AL9 6NS

13/07/2009

Ref: BS EN ISO 9001: 2000 Report Ref # CS041

We are committed to continuously improving our service to all our customers. We hold the above Quality Standard and not only monitor our approach to our work but ensure the emphasis is on you, our customer. To this end it would be helpful if you would complete the questionnaire below in order to help us look at our service to you and ourselves overall.

Please answer the questions on a scale of 4 - 1 where 4 = excellent and 1 = poor.

Should you wish to make further comment please do so. Please fax the questionnaire back to us or else return it with the Master Key Receipt Form. Your time and your comments are very much appreciated.

Sales: How well was your sale enquiry handled?	4	3	2	1
Design and Quotation: How satisfied were you with our performance?	4	3	2	1
Quality of Product: How did our product meet your expectations	4	3	2	1
Installation. How satisfied are you with the: The standard of installation?	4	3	2	1
The courtesy and helpfulness of installation team?	4	3	2	1
Any comments you would like to make on how we could improve our performance?				

THANK YOU VERY MUCH FOR TAKING THE TIME TO COMPLETE THIS SURVEY

Please return by fax to 01803 556767

CROWN SPORTS LOCKERS (UK) Ltd

Fiona Kennedy
 Cardonald College
 Estates Office
 690 Mosspark Dr
 Glasgow
 G52 3AY

02/09/2009

Ref: BS EN ISO 9001: 2000 Report Ref # CS047

We are committed to continuously improving our service to all our customers. We hold the above Quality Standard and not only monitor our approach to our work but ensure the emphasis is on you, our customer. To this end it would be helpful if you would complete the questionnaire below in order to help us look at our service to you and ourselves overall.

Please answer the questions on a scale of 4 - 1 where 4 = excellent and 1 = poor.

Should you wish to make further comment please do so. Please fax the questionnaire back to us or else return it with the Master Key Receipt Form. Your time and your comments are very much appreciated.

Sales: How well was your sale enquiry handled?	4	3	2	1
Design and Quotation: How satisfied were you with our performance?	4	3	2	1
Quality of Product: How did our product meet your expectations	4	3	2	1
Installation. How satisfied are you with the: The standard of installation?	4	3	2	1
The courtesy and helpfulness of installation team?	4	3	2	1
Any comments you would like to make on how we could improve our performance?				

THANK YOU VERY MUCH FOR TAKING THE TIME TO COMPLETE THIS SURVEY

Please return by fax to 01803 556767 Along with Master Key Acceptance Form

CROWN SPORTS LOCKERS (UK) Ltd

Diane Malkin
 Cafcass
 Area Business Support
 Estates Health & Safety
 1 Printing House Street
 Birmingham
 B4 6DE

08/09/2009

Ref: BS EN ISO 9001: 2000 Report Ref # CS048

We are committed to continuously improving our service to all our customers. We hold the above Quality Standard and not only monitor our approach to our work but ensure the emphasis is on you, our customer. To this end it would be helpful if you would complete the questionnaire below in order to help us look at our service to you and ourselves overall.

Please answer the questions on a scale of 4 - 1 where 4 = excellent and 1 = poor.

Should you wish to make further comment please do so. Please fax the questionnaire back to us or else return it with the Master Key Receipt Form. Your time and your comments are very much appreciated.

Sales: How well was your sale enquiry handled?	4	3	2	1
Design and Quotation: How satisfied were you with our performance?	4	3	2	1
Quality of Product: How did our product meet your expectations	4	3	2	1
Installation. How satisfied are you with the: The standard of installation?	4	3	2	1
The courtesy and helpfulness of installation team?	4	3	2	1
Any comments you would like to make on how we could improve our performance?				

THANK YOU VERY MUCH FOR TAKING THE TIME TO COMPLETE THIS SURVEY

Please return by fax to 01803 556767 Along with Master Key Acceptance Form

CROWN SPORTS LOCKERS (UK) Ltd

Gary Reardon
 Emerson Green Treatment Centre
 The Brooms
 Emersons Green
 Bristol
 BS16 7FH

02/11/2009

Ref: BS EN ISO 9001: 2000 Report Ref # CS055

We are committed to continuously improving our service to all our customers. We hold the above Quality Standard and not only monitor our approach to our work but ensure the emphasis is on you, our customer. To this end it would be helpful if you would complete the questionnaire below in order to help us look at our service to you and ourselves overall.

Please answer the questions on a scale of 4 - 1 where 4 = excellent and 1 = poor.

Should you wish to make further comment please do so. Please fax the questionnaire back to us or else return it with the Master Key Receipt Form. Your time and your comments are very much appreciated.

Sales: How well was your sale enquiry handled?	4	3	2	1
Design and Quotation: How satisfied were you with our performance?	4	3	2	1
Quality of Product: How did our product meet your expectations	4	3	2	1
Any comments you would like to make on how we could improve our performance? <div style="font-family: cursive; font-size: 1.2em; text-align: center;"> Good service and quick delivery Thanks </div>				

THANK YOU VERY MUCH FOR TAKING THE TIME TO COMPLETE THIS SURVEY

Please return by fax to 01803 556767 Along with Master Key Acceptance Form

Dr Oetker Ltd
 20 Marathon Place
 Moss Side Industrial Estate
 Leyland
 PR29 7QN

CROWN SPORTS LOCKERS - CUSTOMER SURVEY. REPORT REF # CS059
 04/01/2010

Web Site How easy to use was the web site?	4	③	2	1
Technical Sales Assistance: How helpful was the sales person?	4	③	2	1
Delivery and Packing: How satisfied were you with our performance?	4	③	2	1
How Easy were They To Install?	4	③	2	1
Quality of Product How did the quality meet your expectations?	4	③	2	1
Any comments you would like to make on how we could improve our performance?				

THANK YOU VERY MUCH FOR TAKING THE TIME TO COMPLETE THIS SURVEY
 Please return by fax: 01803 556 767

Doverbroecks College
111 Banbury Road
OX2 6JX

CROWN SPORTS LOCKERS - CUSTOMER SURVEY. REPORT REF # CS063
01/03/2010

Web Site How easy to use was the web site?	4	3	2	1
Technical Sales Assistance: How helpful was the sales person?	4	3	2	1
Delivery and Packing: How satisfied were you with our performance?	4	3	2	1
How Easy were They To Install?	4	3	2	1
Quality of Product How did the quality meet your expectations?	4	3	2	1
Any comments you would like to make on how we could improve our performance?				

THANK YOU VERY MUCH FOR TAKING THE TIME TO COMPLETE THIS SURVEY
Please return by fax: 01803 556 767

CROWN SPORTS LOCKERS (UK) Ltd

Joanne Arroyo
 Shaw Hill Golf Club
 Preston Road
 Whittle Le Woods
 Chorley
 PR6 7PP

22/03/2010

Ref: BS EN ISO 9001: 2000 Report Ref # CS066

We are committed to continuously improving our service to all our customers. We hold the above Quality Standard and not only monitor our approach to our work but ensure the emphasis is on you, our customer. To this end it would be helpful if you would complete the questionnaire below in order to help us look at our service to you and ourselves overall.

Please answer the questions on a scale of 4 - 1 where 4 = excellent and 1 = poor.

Should you wish to make further comment please do so. Please fax the questionnaire back to us or else return it with the Master Key Receipt Form. Your time and your comments are very much appreciated.

Sales: How well was your sale enquiry handled?	4	3	2	1
Design and Quotation: How satisfied were you with our performance?	3	3	2	1
Quality of Product: How did our product meet your expectations	4	3	2	1
Installation. How satisfied are you with the: The standard of installation? The courtesy and helpfulness of Installation team?	4	3 3	2 2	1 1
Any comments you would like to make on how we could improve our performance? ↓ Very nice gentlemen and very helpfully.				

THANK YOU VERY MUCH FOR TAKING THE TIME TO COMPLETE THIS SURVEY

Please return by fax to 01803 556767 Along with Master Key Acceptance Form