

# Service Performance Feedback

## Company details

Sl. No.	Attributes	Details
1	Name and address of the Organization	Colliers International
2	Main products/services in the company	Facility Management
3	Locations covered	Bangalore, Gurgaon, Kolkata, Mumbai, and Chennai
4	Number of employees covered	Bangalore- 17 Gurgaon- 56 Kolkata- 37 Mumbai- 4 Chennai- 5
5	Name of the National Director	Mr Rajesh Shetty
6	Name and email ID of the Corporate MR	Kuttappa P K kuttappa.pk@colliers.com

## Service details

7	Name of the consultant:	Mr. Ramachandran.V	
8	Period of engagement by the company (approximate in months)	Over 18 months	
9	Services rendered-(X) which is applicable	Total certification process	X
		Periodic internal auditing	X
		Internal auditors' training	X
		Process improvements	
10	System standards supported- -(X) which is applicable	ISO 9001 QMS	X
		ISO 14001 EMS	
		OHSAS18001	
		Others-	

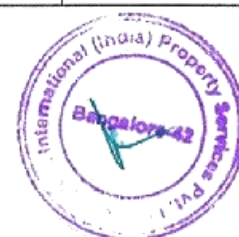


## Service Performance Feedback

### Feedback data on quality of service

(Please fill in the details. Provide scores in the range- 1- Minimum and 10- Maximum)

Sl. No.	Details of services provided	Score for our satisfaction
1.	<b>Understanding the existing company processes necessary for</b> <ul style="list-style-type: none"> <li>• Facilitation of the personnel</li> <li>• Prepare/amend the process documentation</li> </ul>	9
2.	<b>Structure of documentation planned and implemented:</b> <ul style="list-style-type: none"> <li>• Simple, user-friendly, implementable and practicable process documentation, flowcharts and templates</li> <li>• Simple and maintainable records</li> </ul>	9
3.	<b>Creating awareness on process requirements, documentation and adherence:</b> <ul style="list-style-type: none"> <li>• Adequate and effective to operate the processes</li> <li>• Effective in implementing PDCA approach</li> </ul>	9
4.	<b>Support for system implementation:</b> <ul style="list-style-type: none"> <li>• Adequate and effective handholding to meet the company defined schedules</li> <li>• Adequate freedom to integrate emerging ideas from personnel</li> </ul>	10
5.	<b>System practice:</b> <ul style="list-style-type: none"> <li>• Providing adequate training to the personnel in implementing the documented practices,</li> <li>• Verifying the effectiveness of the recommendations,</li> <li>• Tracing the non-conformities and recommending the corrective and preventive actions.</li> </ul>	9
6.	<b>Training to personnel:</b> <ul style="list-style-type: none"> <li>• Providing adequate training to personnel in the organization to understand and implement the documented systems</li> <li>• Providing clarity to the standards requirements</li> </ul>	9
7.	<b>Internal Audits:</b> <ul style="list-style-type: none"> <li>• Conducting complete and effective internal audits</li> <li>• Identifying the gaps between the documents and the practices and providing support to close the same</li> </ul>	10
8.	<b>Support to face external audits:</b> <ul style="list-style-type: none"> <li>• Providing adequate support and make the company to face the various external audits (first stage, certification, and routine surveillance),</li> <li>• Closing the issues raised by the certification body to the satisfaction of the company and the certification body.</li> </ul>	10
9.	<b>Effective people interactions:</b> <ul style="list-style-type: none"> <li>• Effectively interacting with company personnel at different levels</li> <li>• Bringing in cohesiveness in the team in implementing the system</li> </ul>	9



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	standards	
10	<b>Interaction with the management:</b> <ul style="list-style-type: none"><li>• Effective interaction to identify quality objectives</li><li>• Guiding for effective reviews in implementation and internal auditing</li></ul>	9
11	<b>Handling multi-locational coordination</b> <ul style="list-style-type: none"><li>• Effective control of documentation</li><li>• Interfacing with personnel</li></ul>	8
12	<b>Guidance on data management:</b> <ul style="list-style-type: none"><li>• Providing guidance on using data effectively</li><li>• Providing guidance on using data to control and manage of processes</li></ul>	8
13	<b>Results of consultancy:</b> <ul style="list-style-type: none"><li>• Inculcating process culture in the company</li><li>• Visible process improvements</li></ul>	9
14	<b>Sticking to time schedules:</b> <ul style="list-style-type: none"><li>• Keeping up the company defined and agreed time schedules and meeting the company requirements</li><li>• Being flexible in time management</li></ul>	9
15	<b>Owning total responsibility</b> <ul style="list-style-type: none"><li>• Providing total support from beginning to end</li><li>• Providing confidence to personnel and focusing on process approach</li></ul>	10
	<b>Total score</b>	<b>137</b>
	<b>% of score obtained</b>	<b>91.33%</b>

### Suggestions for improvement:

Availability over emails should be improved.

  
P K Kuttappa  
Director | Facilities Management | South India  
Signature and designation:

23/11/2011