



## Choosing your Contractor

(please circle your response)

	A	B	C	D
1. Is the company focused on your specific geographical area?	Yes very focused on the Midlands	Yes partly working in the Midlands	They occasionally work in the Midlands	No, they are based outside the area
2. What percentage of projects are completed on schedule?	80% - 100%	60% - 79%	40% - 59%	20% and less
3. Do they conduct surveys to check and improve customer satisfaction?	Every Year	Once every few years	Occasionally	Never
4. What percentage of projects are completed within budget?	80% - 100%	60% - 79%	40% - 59%	20% and less
5. Does the company invest in ongoing staff training and development programmes?	Every Year	Once every few years	Occasionally	Never
6. Do you have direct contact to the Managing Director?	Yes always	Yes sometimes	Rarely	No
7. Is the company's approach non-adversarial?	Yes always	Yes sometimes	Rarely	No
8. Is the company more approachable than other contractors?	Yes always	Yes sometimes	Rarely	No
9. Does the company demonstrate a willingness to embrace new ideas?	Yes always	Yes sometimes	Rarely	No
10. Are you able to obtain word of mouth referrals about this company?	Yes, many people know the company and can provide a reference	Yes, some people are aware of the company, but not able to provide a reference	A few have heard of the company, but cannot provide a reference	No

Scores	
<b>4 for each A, 3 for each B, 2 for each C and a 1 for each D</b>	
35-40	Well done! You have selected a great contractor!
29-34	Quite good with room for improvements before you engage this firm
20-28	Lots of improvement needed – tread carefully
0-19	Oh dear! Suggest you find someone else if the job is important

