



CLIENT SERVICE INDEX (CSI)

Client company name	BORWA FINANCIAL SERVICES		Date of CSI	20/07/2023
Client rep name	BONGANI ROBERTS			
Client signature		Designation	MANAGER	
CSI completed by (name)	GCOBISA MTSHOKO			
*Mtshoko Rep. name	BHEKUMZI MTSHOKO	Designation	DIRECTOR	
*Mtshoko Rep. based	<input type="checkbox"/> On-site <input type="checkbox"/> Off-site	Signature		
Frequently of CSI	<input type="checkbox"/> Weekly <input type="checkbox"/> Fortnightly <input type="checkbox"/> Monthly <input type="checkbox"/> Other - specify:			
Client Payroll Frequency	<input type="checkbox"/> Weekly <input type="checkbox"/> Fortnightly <input type="checkbox"/> Monthly <input type="checkbox"/> Other - specify:			



CSI MEASUREMENT AREAS		N/A	1	2	3	4	5	6	7	8	9	Your Comments: 1) What are we doing (right? 2) Where can we improve? 3) How can we improve (if applicable)?
1	Invoicing *Accuracy *Timeously delivery *Ease of use & or user - friendly										✓	
2	PPE *Issued as per your signed Costing *Neatness and appearance										✓	
3	Placement of *Assignee(s) *Per SLA *Quality of *Assignees placed										✓	
4	Replacement of Absent *Assignee(s) *Per SLA *Quality of *Assignee(s) placed										✓	
5	Management of Labour Relations *IR (i.e. disciplining amongst others) *CCMA Case handling & outcomes											
6	Management of Queries *Timeously (Action and feedback) *Professionally									✓		
7	Visibility and or availability of Management *For meeting, visit, amongst others *Contact via cell, landline or email								✓			
8	Monthly Site Reports *Impact Dashboard (if applicable) *Other info requirements, etc.										✓	
9	OVERALL PERFORMANCE ON SITE										✓	
			1	2	3	4	5	6	7	8	9	

Final-Overall Comments:	Actual Rating Points	
	Potential Rating Points	
	CSI% Achieved	

FOR MTSHOKO OFFICE ONLY

Corrective Action (if and where applicable)	To be actioned by	
	Completed by (date)	