



## CLIENT SERVICE INDEX (CSI)

Client company name	GAUTENG DEPARTMENT OF SPORT, ARTS, CULTURE & RECREATION		Date of CSI	11/05/2021
Client rep name	JUSTICE MANGWANE			
CSI completed by (name)	GCOBISA MTSHOKO	Designation	HR MANAGER	
Client signature	<i>Mangwane</i>			
*Mtshoko Rep. name	BHEKUMZI MTSHOKO	Designation	DIRECTOR	
*Mtshoko Rep. based	<input type="checkbox"/> -site <input type="checkbox"/> Off-site	Signature	<i>Mtshoko</i>	
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	<b>Invoicing</b> *Accuracy *Timeously delivery *Ease of use & or user - friendly											✓
2	<b>PPE</b> *Issued as per your signed Costing *Neatness and appearance											✓
3	<b>Placement of *Assignee(s)</b> *Per SLA *Quality of *Assgnees placed											✓
4	<b>Replacement of Absent* Assignee(s)</b> *Per SLA *Quality of *Assignee(s) placed											✓
5	<b>Management of Labour Relations</b> *IR(i.e. disciplining amongst others) *CCMA Case handling & outcomes											✓
6	<b>Management of Queries</b> *Timeously (Action and feedback) *Professionally											✓
7	<b>Visibility and or availability of Management</b> *For meeting, visit, amongst others *Contact via cell, landline or email											✓
8	<b>Monthly Site Reports</b> *Impact Dashboard(if applicable) *Other info, requirements, etc.											✓
9	<b>OVERALL PERFORMANCE ON SITE</b>											✓
			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)	