



CLIENT SERVICE INDEX (CSI)

Client company name	ICON CONSTRUCTION		Date of CSI	20/07/2023
Client rep name	LINDELANI KHUMALO			
Client signature			Designation	Safety Officer
CSI completed by (name)	GEOBISA MTSHOKO			
*Mtshoko Rep. name	BHEKUMZI MTSHOKO		Designation	DIRECTOR
*Mtshoko Rep. based	<input type="checkbox"/> On-site	<input type="checkbox"/> Off-site	Signature	<i>M. Khumalo</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	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											

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)	