



CLIENT SERVICE INDEX (CSI)

Client company name	BALWIN PROPERTIES	Date of CSI	19/04/2021
Client rep name	MANRICH VAN JAARVELD		
CSI completed by (name)	GCOBISA MTSHOKO	Designation	HR MANAGER
Client signature			
*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								8			
3 Placement of *Assignee(s) *Per SLA *Quality of *Assignees placed							8				
4 Replacement of Absent* Assignee(s) *Per SLA *Quality of *Assignee(s) placed								8			
5 Management of Labour Relations *IR(i.e. disciplining amongst others) *CCMA Case handling & outcomes								8			
6 Management of Queries *Timeously (Action and feedback) *Professionally								8			
7 Visibility and or availability of Management *For meeting, visit, amongst others *Contact via cell, landline or email								8			
8 Monthly Site Reports *Impact Dashboard(if applicable) *Other info, requirements, etc.											
9 OVERALL PERFORMANCE ON SITE									8		

Final-Overall Comments:

Actual Rating Points	7
Potential Rating Points /	9
CSI% Achieved	

FOR MTSHOKO OFFICE ONLY

Corrective Action (if and where applicable)

To be actioned by	
Completed by (date)	19/04/2021