

CERTIFICATE OF QUALITY & SERVICE

INDEPENDENTLY PREPARED BY



FOR

V.F.M. WINDOWS

OVERALL RATING

STATUS	NO.	STATUS VALUE	STATUS TOTAL	RATING
Excellent	208	5	1040	82.5%
Very Good	40	4	160	15.9%
Good	3	3	9	1.2%
Satisfactory	0	2	0	0.0%
Poor	0	1	0	0.0%
Please Select	1		0	0.4%

STATUS POINTS ACHIEVEABLE: 1260

STATUS POINTS ACHIEVED: 1209

OVERALL RATING: 96.0%

SURVEY STATISTICS

	YES	NO	RATING
Were the Member's undertakings fulfilled?	252	0	100.0%
Was the installation / work / service carried out efficiently	251	1	99.6%
Were the Member's staff courteous and professional?	252	0	100.0%
Would you use the Member again?	252	0	100.0%
Would you recommend the Member to others?	252	0	100.0%

SURVEY QUANTITY: 252

MEMBER NO: 105789