



# PERFORMANCE ASSESSMENT

## UNITED POWER LTD

### OVERVIEW

In 2018, researchers from the *Simplar Institute* conducted a long-term performance evaluation of United Power Ltd. Eleven long-term customers were contacted by phone and were asked to evaluate their overall satisfaction of the services that were provided by United Power Ltd. Customers were also asked to identify if they had experienced any reduction in internal client management due to the management services provided by United Power Ltd. The results of the survey are shown below.



### PERFORMANCE RESULTS

|             |   |
|-------------|---|
| <b>100%</b> | <b>Customers that would hire United Power Ltd Again (%)</b>                 |
| <b>28%</b>  | <b>Reduction in client management due to high performance (%)</b>           |
| <b>1.1</b>  | <b>Average response time to emergencies (hours)</b>                         |
| <b>9.7</b>  | <b>Ability to work with customers to solve their problems (1-10)</b>        |
| <b>9.5</b>  | <b>Ability to provide trained, certified, and professional staff (1-10)</b> |
| <b>9.6</b>  | <b>Overall quality of service (1-10)</b>                                    |
| <b>9.6</b>  | <b>Ability to maintain a safe working environment (1-10)</b>                |
| <b>9.3</b>  | <b>Ability to manage costs (1-10)</b>                                       |
| <b>9.0</b>  | <b>Ability to manage and meet schedule (1-10)</b>                           |
| <b>9.6</b>  | <b>Ability to meet quality expectations (1-10)</b>                          |
| <b>9.5</b>  | <b>Overall customer satisfaction (1-10)</b>                                 |

Date of Assessment: **March 20, 2018**

### CUSTOMER COMMENTS

*"They are very experienced and suggest solutions that others could not, including the architect!"*

*"We literally do not have to PM the project when we hire them. It has been very simple to hand a project over to them and never having to worry about it, they are so up front and honest."*

*"They were very professional to work with, listened to our ideas, did not dismiss us or tell us that they know better, and were exceptional at problem solving. Always provided pros and cons to any solution and brought us with the best solutions"*

*"They bring knowledge and always seek to find the best cost savings benefit for the user, versus just doing jobs."*

*"Quite creative, accommodating, and are very delicate to not step on our clients toes."*