

## Evaluation form

Respected Client this feedback is important to us for our further improvement and for the development of the T&P Consultants' Team. That is why we're asking you personally to complete this short evaluation form and provide your honest opinions regarding our work.

Please send us your post assignment assessment at [info@tpconsulting.com.mk](mailto:info@tpconsulting.com.mk).

<b>Company</b>	T&P Consulting		
<b>Project</b>	Implementation of Integrated Management System in Xpro		
<b>Contract period:</b>	<b>From:</b> 01.06.2011	<b>To:</b> 02.03.2012	
<b>Reviewer:</b>	Vojislav Šimšić, Quality Coordinator		

**Please provide a short description of the duties responsibilities and/or roles the consultant company fulfilled for your organization:**

- Creation of business case for implementation of various standards based on a gap assessment of the following management systems:
  - Quality management system (QMS) based on ISO 9001:2008
  - Environmental management system (EMS) based ISO 14001:2004
  - Information Security Management System (ISMS) based on ISO 27001:2005
  - IT Service Management System based on ISO 20000:2005
- Design and implementation of solid and comprehensive framework for the Integrated Management System consisted of the mentioned standards (framework / manual, process model, documented processes and procedures, trained staff, implementation of the system and control of the system thru internal audit and management review)
- Capacity building of the internal audit team and facilitation of the first internal audit of the IMS
- Readiness for certification of the Integrated Management System based on relevant standard by independent certification body

**Ratings:**

**4-Superior 3-Satisfactory 2-Satisfactory minus 1-Unsatisfactory N-Not Applicable**

Using the system above, please rate your satisfaction of the following:

The work performed	N 1 2 3 4
The job/project results	N 1 2 3 4
Explanations of technical subject matter	N 1 2 3 4
The written materials provided (contracts, documentation, etc.)	N 1 2 3 4
The status updates for the project	N 1 2 3 4
The consultants' ability to work with your employees/beneficiaries	N 1 2 3 4

Ratings: 4-Strongly Agree 3-Agree 2-Disagree 1-Strongly Disagree N-Not Applicable

Using the system above, please tell us how strongly you agree or disagree with these statements:

T&P Consulting delivered work on time.	N 1 2 3 4
T&P Consulting is consistent and reliable.	N 1 2 3 4
T&P Consulting met my budgetary expectations.	N 1 2 3 4
T&P Consulting listens to my concerns.	N 1 2 3 4
I would hire this T&P Consulting again.	N 1 2 3 4
I would recommend T&P Consulting to others.	N 1 2 3 4

If you responded with a 2 (disagree) or 1 (strongly disagree) for any question please tell us more about your experience:

Signature:   
Vojislav Šimšić,  
Quality Coordinator

Date: 14.03.2012.