



CLIENT SERVICE INDEX (CSI)

Client company name	LILLIPARK BODY CORPORATE		Date of CSI	27 Aug 2020
Client rep name	MELEZWA LANGENI			
CSI completed by (name)	ANDILE THANGELANE	Designation	OPERATIONS MANAGER	
Client signature				
*Mtshoko Rep. name	NICHOLAS XHONGO	Designation	CHIEF EXECUTIVE OFFICER	
*Mtshoko Rep. based	<input type="checkbox"/> On-site	<input type="checkbox"/> Off-site	Signature	<input type="checkbox"/>



Frequently of CSI	Weekly	Fortnightly <input type="checkbox"/>	Monthly	Other – specify:
Client Payroll Frequency	Weekly	Fortnightly	Monthly	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										X	
2	PPE *Issued as per your signed Costing *Neatness and appearance										X	
3	Placement of *Assignee(s) *Per SLA *Quality of *Assgnees placed										X	
4	Replacement of Absent*Assignee(s) *Per SLA *Quality of*Assignee(s)placed										X	
5	Management of Labour Relations *IR(i.e.disciplining amongst others) *CCMA Case handling & outcomes	X										
6	Management of Queries *Timeously (Action and feedback) *Professionally										X	
7	Visibility and or availability of Management *For meeting, visit, amongst others *Contact via cell, landline or email										X	
8	Monthly Site Reports *Impact Dashboard(if applicable) *Other info,requirements,etc.										X	
9	OVERALL PERFORMANCE ON SITE											
			1	2	3	4	5	6	7	8	9	

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)	