



CLIENT SERVICE INDEX (CSI)

Client company name	GEZE SA		Date of CSI	21/08/2020
Client rep name	JOSHUA SAMBO			
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		
Frequently of CSI	<input type="checkbox"/> Weekly <input type="checkbox"/> Fortnightly <input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Other – specify:			
Client Payroll Frequency	<input type="checkbox"/> Weekly <input type="checkbox"/> Fortnightly <input type="checkbox"/> Monthly <input checked="" 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									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											NEVER HAD AN ISSUE
5	Management of Labour Relations *IR(i.e.disciplining amongst others) *CCMA Case handling & outcomes	X										NOT APPLICABLE
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.											NEVER RECEIVED BY CURRENT MANAGEMENT
9	OVERALL PERFORMANCE ON SITE											

Final-Overall Comments: NO ISSUES WITH CURRENT GUARDS ON SITE

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)	