

Fleet Services customer survey response 2016

This year we continued to survey our MOT customers, we included additional questions to our survey this year in addition to overall satisfaction, staff attitude and fairness; these questions included timeliness, professionalism and delivery.

The survey was created in September and it has generated some responses. We need to aim for additional responses in the future to ensure a balance of views and measure drivers of satisfaction more precisely. We will continue to hand our survey out to our customers to allow this to happen and we will monitor the responses on a regular basis.

Below are responses to some of the themes that started to emerge in the survey.

- Customers said that they would like to see us open on a Saturday. We opened on a Saturday morning for a period of 3 months on a trial basis during 2015 and found that the demand was not economically viable; however, should the demand increase we would re-evaluate this.
- Feedback from the surveys show that customers are very impressed with the service that they received, a lot of our customers are returning customers and every customer that completed the survey said that they would use our services again and were very likely to recommend our services to others.
- Performance across the 5 drivers of satisfaction is 100%, we aim to continue providing our services in the best way possible to maintain future performance.

Customers have fed back that they like and found our [webpage](#), information on getting through your MOT first time very helpful.

This year,

We have started to carry out repairs and services to private vehicles this enables the customer to experience a one stop shop service should they wish.

We have taken a more flexible approach to MOT bookings so slots will not be limited to certain times of the day.

We are currently in the process of looking at MOT email reminders that will be sent out to existing customers prior to their renewal due date.

As we approach our winter months you may find our [winter driving](#) useful hints and tips helpful.