



What do our clients say?

It may be completely obvious to most of us but, when it comes down to it, it's happy customers that make a business successful. As a result we place our customers above all else and are constantly striving to improve our service.

Our business is not based on the bottom line, instead we focus on...

- Service quality**
- Value for money**
- Reliability**
- Punctuality**
- Efficiency**

These are the five key indicators by which we judge our performance on each job. But it's no use merely assessing our own performance. For a truly accurate picture we had to ask our customers how they feel.

As a result, City Surveys approached QMS International PLC to independently assess what our clients really think about our service. Their BenchmarQ™ scheme involved a series of in-depth interviews with our clients with questions covering every aspect of our service delivery.

The result? City Surveys is proud to announce that we have been awarded the coveted **BenchmarQ™ Gold Award** in recognition of our commitment to customer satisfaction.



Are we focused on the bottom line? Not directly, no, but by constantly exceeding our clients' expectations we remain profitable as a matter of course.





What do our clients say?

Stuart Maher Limited

Strood to Higham Tunnel Renewal

“City Surveys provided a multi-skilled team of six to deliver a 4km twin track tunnel renewal. Using a variety of surveying instruments/technics including track mounted lasers, Robotic Total Stations and Mephistos (Geismar), track geometry was controlled to a high degree of accuracy and delivered within tolerances set by the client. The project was constructed on time and under budget.”

Mark Maher - Director

Anonymous BenchmarQ™ Respondent

“They’re pretty good, they know what they’re doing, and I think they can expand pretty well as a business. They’ve all been pretty good, they’re well educated, professional and they sell a pretty high end service. I can’t fault them”

Amey Rail

Ebbw Valley Rail Renewal

“City Surveys provided land survey, design verification and setting-out services to a high standard on the re-construction of the award winning 18 mile Ebbw Valley Rail Link. We wouldn’t hesitate in using their services again to aid our own Engineering team.”

Clive Porter - Assistant Project Manager

Bureau Veritas Laboratories

Ongoing Contracts

“We have found your company to be very knowledgeable of service and professional of approach. Working with City Surveys will enhance our own prospects in offering a complete package of services to the construction industry. Whether it be rail, utilities or infrastructure.”

Nick Collier - Section Manager (Structural Investigations)

