

UNIVERSITY OF NAIROBI

TRANSPORT AND GARAGE DEPARTMENT

APPRAISAL OF SUPPLIERS /DEALERS AND PREQUALIFIED GARAGES

The University outsources some of the services that were earlier offered internally by the Transport and Garage Department. This form is supposed to assess the quality of services for these outsourced activities. Please fill this form and return it to the secretary, Transport and Garage department. This will assist us to know if the outsourced services/activities are adding value to the Department and the University as a whole.

1. Name of officer appraising: _____ College: _____
2. Firm visited: _____ Date: _____
3. Nature of the service sought: _____
4. Was the reception warm? Yes No
5. Did you get the information you needed? Yes No
6. How did you rate the staff of the firm in regard to attitude, courtesy and professionalism?
Excellent Good Fair poor
7. How did you rate the pricing level of the firm for the services sought?
High Moderate Low
8. How did you rate the firm in terms of timeliness in offering the service?
Excellent Good Fair poor
9. How did you rate the quality of service provided?
Excellent Good Fair poor
10. Kindly, offer any recommendation, changes or improvements that may be required

11. Please specify your complaint/complement if any _____

Date of appraisal: _____

Signature of appraising officer: _____