

Zurich Customer First Site Management Awards

Application form



Please complete in full

Information about the site

Company name

Site name

Location of the site

Postcode

Principal office based contact.

Telephone number

E-mail address

Contact name at the site

Telephone number of the site

What type of build is it?

Documents to be enclosed (checklist)

Please supply one copy:



Completed application form



Site plan



Location map and directions to site



Photographs (preferably digital images if available)



Supporting information

Objectives of the Awards

The purpose of this award scheme is to recognise the achievement of house builders who have been successful in meeting the two key challenges of:

- the practicalities of construction, dealing with planning, design, engineering, Health & Safety and environmental issues, all within cost; and
- meeting the aspirations of the homeowner for good design, location, excellent customer care.

Site planning and organisation

Please describe your strategy on site planning and organisation to include:

- site set up, including office accommodation, compound and material handling
- material storage and protection including protection of the finished product
- sequence of construction with particular emphasis given to the effects of the ongoing construction process upon the early residents on the housing scheme
- site cleanliness and implementation of environmental strategy.

Quality management

Describe your quality management system to include the following:

- the process used to maintain quality in construction, including any formal quality assurance systems you employ
- the division of responsibilities amongst the site staff
- reference material used on site to ensure quality standards and compliance with current regulations.

Customer focus

How do you achieve high levels of customer satisfaction. The judges will be looking at the approach and procedures used to ensure your customers' expectations are met and exceeded:

- access on site
- standards of finish and cleanliness
- handover strategy
- information supplied to the homeowner, including marketing information
- pre and aftersales care.

Health and safety

The provision of a safe environment is fundamental for employees, customers and the general public alike. The judges will look at what provision has been made to ensure that the highest standards of health and safety are maintained, for example:

- safety and welfare of the work force
- visitors to site
- new homeowners
- the local community.

Site manager's view

We're interested in the personal perspective of the site manager on how he/she contributed to achieving not only a successful project but incorporated into his/her approach all of the other key needs we have identified.

We would like to confirm receipt of your application by email and it would therefore be appreciated if you could ensure the email address of your key contact is supplied on the application form.

We are unable to return any documents submitted to us. All documentation will be destroyed 28 days after the Customer First Awards in October.

These forms can be downloaded from our website: www.zurich.co.uk/buildingguarantee

Declaration

I have read the guidance notes and I confirm that the information supplied is accurate to the best of my knowledge. I accept the conditions of the Zurich Customer First Site Management Awards scheme.

Signature	Date								
Name									
For and on behalf of									
E-mail address									

Zurich Insurance Company, Building Guarantee, Southwood Crescent, Farnborough, Hampshire GU14 0NJ.

Telephone (01252) 377474. Fax (01252) 372989. Zurich Insurance Company.

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