



## Subcontractor Satisfaction Survey



**Aim 5: Establish balanced, long-term relationships with our partners, suppliers and subcontractors**

- > Action 5.2: Develop a partnership approach with our subcontractors

 **Entity:** Bouygues Entreprises France-Europe

 **Operational Unit:** GTB Construction

### Overview of the Initiative

- > **Objective:** To draw up a survey to measure subcontractors' levels of satisfaction.

- > **Description:**



GTB Construction issued its subcontractors with a satisfaction survey in the form of a questionnaire. The results were returned during a social evening bringing the company and subcontractors together to discuss their levels of satisfaction. A summary document highlighting areas for improvement was subsequently sent to each participant.

 **Possible partner(s):**

 **Start date:** 2006

 **Indicator(s):**