

**EXCELSIOR DEFENSE, INC.
QUALITY ASSURANCE DEPARTMENT**

PERFORMANCE REPORT

Client Name and Address:	Contract Number: _____
	Contract Value: _____
	Contract Award Date: _____

**Ratings: 1=unsatisfactory, 2=marginal, 3=satisfactory,
4=very good, 5=exceptional.**

Officer etiquette, manners, appearance, punctuality	Comments:	1 2 3 4 5
Officer working knowledge / problems of this account	Comments:	1 2 3 4 5
Officer relations toward client staff, employees, customers, tenants	Comments:	1 2 3 4 5
Officer report writing, communications, use of force	Comments:	1 2 3 4 5
Timeliness of management response to complaints/problems	Comments:	1 2 3 4 5
Other problems, concerns or issues not covered but discussed	Comments:	1 2 3 4 5
	Total Score (sum of scores from each area)	
	Mean Score (sum of scores divided by number of areas evaluated)	

Date: _____

Name of Preparer: _____

Signature of Preparer: _____