



# Project Management & Construction Services

## Standard Operating Procedures

### I. TITLE: CLIENT SATISFACTION SURVEY

II. PURPOSE: To provide clients an opportunity to provide feedback on their experience with the project delivery process upon completion of their project.

Group Performance Standard:

- 90% of responding clients rate communication as satisfactory or better
- 90% of responding clients rate project delivery experience as satisfactory or better

### 2. ACTIVITIES:

1. Monthly, the PMCS Project Control & Customer Relations (PC&CR) section will run a report from FAMIS which will indicate which projects have been in SUBST\_COMP status approximately 30 days.
2. Project Managers (as indicated in FAMIS) will receive an email asking them to confirm:
  - Readiness for Evaluation: indicate appropriateness of sending out the survey to the client (is the project complete? is this a campus client? have they moved in?)  
**NOTE:** if you reply indicating that it is not currently appropriate to send the survey at this time, we will automatically send it at approximately SUBST\_COMP + 60 days unless the project manager provides a strong justification explaining why it should not be done at that time either.
  - CONTACT NAME as identified in FAMIS.
  - CONTACT NAME's e-mail address.
3. Confirmation of the above information will be requested to be returned to PMCS PC&CR section within **ONE** week.
4. Once PC&CR section has received confirmation from PM, PC&CR section will send the client an e-mail (with cc: to PM) with the link to the survey. E-mail will include the CP# and Description and PM's name in the e-mail to the client.
5. The goal is to get the survey to our clients at approximately 45 days post substantial completion status date, since that is the group performance standard for this phase of the project.

### How this information will be used:

We will compile monthly results of the survey and provide them to both Project Managers and their Managers/Sr. Project Managers for discussion purposes.