



Post-Construction Survey Project Management

Project: _____

Survey Date: _____

Customer: _____

Completed By: _____

Title: _____

Rating Scale:

- 1 = Far Below Expectations
- 2 = Somewhat Below Expectations
- 3 = Met Expectations
- 4 = Exceeded Expectations
- 5 = Far Above Expectations

Performance:

Circle Rating Choice Below

Rank Top
3 Most Important Questions
By Section
1 = Most Important

Professionalism	5	4	3	2	1	_____
Project Manager technical knowledge (knowledge of products/methods/materials)	5	4	3	2	1	_____
RFI (complete and timely)	5	4	3	2	1	_____
Submittals	5	4	3	2	1	_____
Risk Management/Value Engineering (identify potential issues, offer solutions)	5	4	3	2	1	_____
Understand contract requirements	5	4	3	2	1	_____
Responsiveness (handle issues, cost related or not, in a timely manner)	5	4	3	2	1	_____
Teamwork/Cooperation (with Contractor/Architect)	5	4	3	2	1	_____
Closeout documents (timely, accurate, complete)	5	4	3	2	1	_____
<u>Extra Work/Change Order Process:</u>						
Detail	5	4	3	2	1	_____
Timely	5	4	3	2	1	_____
Fairness (provide adequate explanation and backup)	5	4	3	2	1	_____

Communication:

Verbal (onsite visits, phone)	5	4	3	2	1	_____
Written	5	4	3	2	1	_____
Project Manager check-in (touch base about our progress with appropriate frequency - enough, too much, not enough)	5	4	3	2	1	_____

Overall in comparison to our competition: 5 4 3 2 1

5 = Best in Class 4 = Above Average 3 = Industry Average 2 = Below Competition 1 = Far Below Competiion

Comments: _____

What can we do to set us apart from our competition? _____

How did our field personal perform from your perspective as a Project Manager? _____

Is there anything else we should be asking? _____

