

# UNSW - Facilities Management - Project Development

## Client Feedback/ Satisfaction Survey

Please complete this survey and return to:  
Manager Project Development, Facilities Management.

**Project** \_\_\_\_\_

**Project Manager** \_\_\_\_\_

**Main Consultant** \_\_\_\_\_

**Contractor** \_\_\_\_\_

Please circle your assessment of Facility Management's performance in delivering the above mentioned project:

Excellent	Very Good	Good	Satisfactory	Unsatisfactory
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Your assessment could be based on criteria such as:

- Ability to consult/engage with clients/stakeholders
- Ability to brief/ appoint and manage suitable consultants
- Ability to develop client/stakeholders scope of works
- Ability to provide clients/stakeholders with an "up to date" project status
- Provision of order of costs
- Identification of risks
- Preparation of adequate tender documents
- Obtaining client sign off as necessary
- Successfully managing Occupation Health & Safety issues
- Meeting your agreed "Time / Quality / Cost" requirements
- Identification and management of defect rectification
- Overall delivery of the project
- Overall project management of the project

## Comments

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**Name** \_\_\_\_\_ **Signature** \_\_\_\_\_

**Title** \_\_\_\_\_ **Date** \_\_\_\_\_