MEMORANDUM

JUNE 14, 2011

TO: Facilities and Services Project Customers

FROM: Glen Haubold
Assistant Vice-President of Facilities and Services

SUBJECT: Customer Bill of Rights

We are always looking for ways to improve our service. The success of project delivery is dependent upon three very important factors:

- Expectations
- Communications
- Trust

You might note that I didn't trot out the tired and worn “on time and within budget”. While those are certainly important metrics for the measurement of the success of a project that we owe every customer, “on time and within budget” is usually the end result of a well-managed project. In our experience, most of the difficulties arise when the expectations and communications aren’t clear from the beginning.

The most important component is trust, because well-defined expectations and clear communications are built upon trust.

To help build that relationship, we have compiled a “Customer Bill of Rights” for our project customers. I have asked that this be included in the bi-weekly update that each of our customers is receiving from their Project Manager.

Your satisfaction is important to us, and I invite you to let us know how we’re doing.
FACILITIES AND SERVICES PROJECT DEVELOPMENT
CUSTOMER BILL OF RIGHTS

A CLEARLY DEFINED SCOPE AND STATEMENT OF WORK
 Every project will have a signed scope, estimate, and schedule in place before work is initiated.

CLEAR COMMUNICATIONS THROUGH A SINGLE POINT OF CONTACT
 Each project is assigned to a Project Manager, and the Project Manager's responsibility is to ensure that the client's budget and needs are met and that the finished product exceeds customer expectations.

HAVE YOUR QUESTIONS AND CONCERNS RESPONDED TO IN A TIMELY MANNER
 The Project Manager will respond to questions promptly. Questions are not an interruption and are encouraged. We want to make sure that you understand all aspects of your project.

EXPECT QUALITY
 We are committed to delivering a product that exceeds your expectations.

HAVE A REGULAR REVIEW OF EXPENDITURES AND PROGRESS
 Project Managers provide a bi-weekly report to their customers, and this report will include updates on schedule and budget.

BE INFORMED IMMEDIATELY OF PROBLEMS
 Your Project Manager will let you know immediately if problems develop on your project, and the budget will only be exceeded with your authorization.

GUARANTEED SATISFACTION
 If you are not completely satisfied with any aspect of your project, we want to hear about it – and we will MAKE IT RIGHT if we can. We invite constructive criticism for our continuous improvement.