



## Office of Facilities and Services

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### MEMORANDUM

**JUNE 14, 2011**

**TO:** Facilities and Services Project Customers

**FROM:** Glen Haubold *Glen*  
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.