In House Project Data Sheet and Customer Survey
For Performance Indicator Measurement
(revised 8/3/07)

Date ________________

Project Name ________________ Project or Work Order Number _____________

Project Information:
Check one:
_____ In House Construction Project with a budget greater than $20,000
_____ In House Maintenance Project with a budget greater than $10,000

Estimate Information:
Original Estimate ________________
Final Cost ________________
% Variance (over or under original estimate) _______
(Exclude cost of unforeseen conditions and owner generated changes)

Schedule Information:
Original schedule_______________ (number calendar of days)
Final schedule_______________ (number calendar of days)
% Variance (over or under original estimate) _______
(Exclude time for unforeseen conditions and owner generated changes)

Customer Service Survey (conducted in person):
Rate each question as: 1 - strongly agree
2 - Agree
3 - Disagree
4 – Strongly disagree

____ E&F responded in a timely and efficient manner
____ E&F displayed a good spirit of service, cooperation and professionalism
____ E&F initiated effective service recovery when problems occurred
____ E&F delivered a quality service/product

Overall positive response from customer _______________
Note: 3 out of 4 agree or strongly agree equals a 75% positive response rate

Name of Customer Surveyed (print) ___________________________

Name of Surveyor (print) ___________________________