



Project Performance Assessment RES 108 (12/2018)

Client Agency		RES Project Number	
Building Name		Floor #	Room #
Project Title	Project Manager		

To Our Valued Customer:

The Office of General Services is committed to providing unparalleled customer service, along with ensuring that our clients and the public benefits from our outstanding performance. Your opinion regarding the quality of our service in executing your space alteration project is invaluable to us. To assist us in measuring our performance, we are asking that you take a few moments to complete this project performance questionnaire and email it to: TAR@ogs.ny.gov

Instructions:

Please evaluate our staff’s performance by inserting your rating (1, 3, or 5) for each category and each project phase.

Rate Scaling:

1–Needs Improvement; 3–Satisfactory; 5–Outstanding

Category	Project Phase			
	Space Planning Phase	Construction Documents Phase	Construction Phase	Overall Project
Communication with Client				
Project Management				
Quality of Work				
Responsiveness				
Adherence to Project Schedule				
Adherence to Project Budget				

Customer Comments