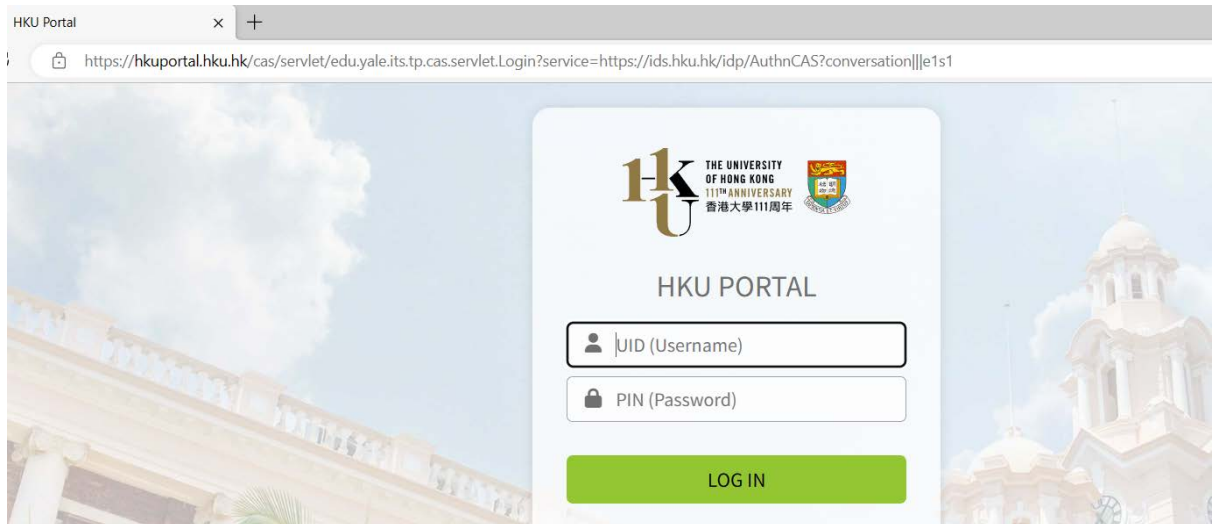


Project Satisfaction Report by End-user(s)

Procedure for completing the report is as follows:

- 1) Upon project completion, Project-in-Charge (P-in-C) to provide the following information to BFU: Project Title, Name of Project-in-charge, Project Director's Email Address, Name of Consultant & Contractor firms and Department User's Email Address(es)
- 2) BFU input Part 1 of Project Satisfaction Report based on the information from P-in-C in item 1) above.
- 3) The system will generate an email to end-user(s) according to the input in part 1 and invite user(s) to fill out Part 2 of the Report.
- 4) The completed report will then be recorded in the system.
- 5) The system will send a summary of the report to Project Director via email.
- 6) BFU will receive an email notification for accessing the system to view the report.
- 7) An email notification will be sent to Rowena Lee for follow up for reports with "poor" rating.

- 1) Upon project completion, Project-in-Charge (P-in-C) shall provide BFU with relevant project information via email. Please refer to Appendix D for template of email.
- 2) Upon receipt of P-in-C's email, BFU will input Part 1 of Project Satisfaction Report [Project Satisfaction Report by End-user\(s\) \(Re-input Project Details by BFU\)](#).





Project Satisfaction Report by End-user(s) (Pre-input Project Details by BFU)

* Mandatory fields

* 1. Project Title:

BAW Project at 18/F Kennedy Town Centre

* 2. Project-in-Charge:

Chan Tai Man

* 3. Project Director Email address:

...@estates.hku.hk

* 4. Name of Consultant (input "NA" if not applicable):

CC Consultant Ltd.

* 5. Name of Contractor:

AA Contractor Co Ltd.

* 6. End-user(s)' Email address(es):

(You may add comma - "," or semi-colon - ";" as separator for additional emails
e.g. abc@hku.hk ; def@hku.hk, xyz@hku.hk)

...@hku.hk





Estates Office
The University of Hong Kong

Summary Review

1. Project Title:

BAW Project at 18/F Kennedy Town Centre

2. Project-in-Charge:

Chan Tai Man

3. Project Director's Email address:

@estates.hku.hk

4. Name of Consultant (if any):

CC Consultant Ltd.

5. Name of Contractor:

AA Contractor Co Ltd.

6. End-user(s)' Email address(es):

@hku.hk

**** Remarks:** To **SUBMIT**, please click on the **RIGHT** arrow.
To edit the project details, please click on the Left arrow.





Estates Office
The University of Hong Kong

Request received, an email will be generated automatically to invite the end-user(s) to complete the report.

3.1) User will receive an email invitation to fill in the Project Satisfaction Report by End-user(s).



Mon 4/17/2023 3:28 PM

eoreport@hku.hk <noreply@qemailserver.com>

Project Satisfaction Report (by End-user(s))

To

Dear Sir / Madam,

Upon the recent completion of the following Project, we wish to invite you to spare a few minutes to complete an online report on the performance of the project team.

Project: BAW Project at 18/F Kennedy Town Centre

Project-in-charge: Chan Tai Man

Consultant: CC Consultant Ltd.

Contractor: AA Contractor Co Ltd.

The information collected will be useful for our review of the project team and annual review of contractors' performance. Rest assured that your response will be handled with confidentiality.

Please click the link below to provide your feedbacks and comments which will help us to improve our management of any future projects and works:

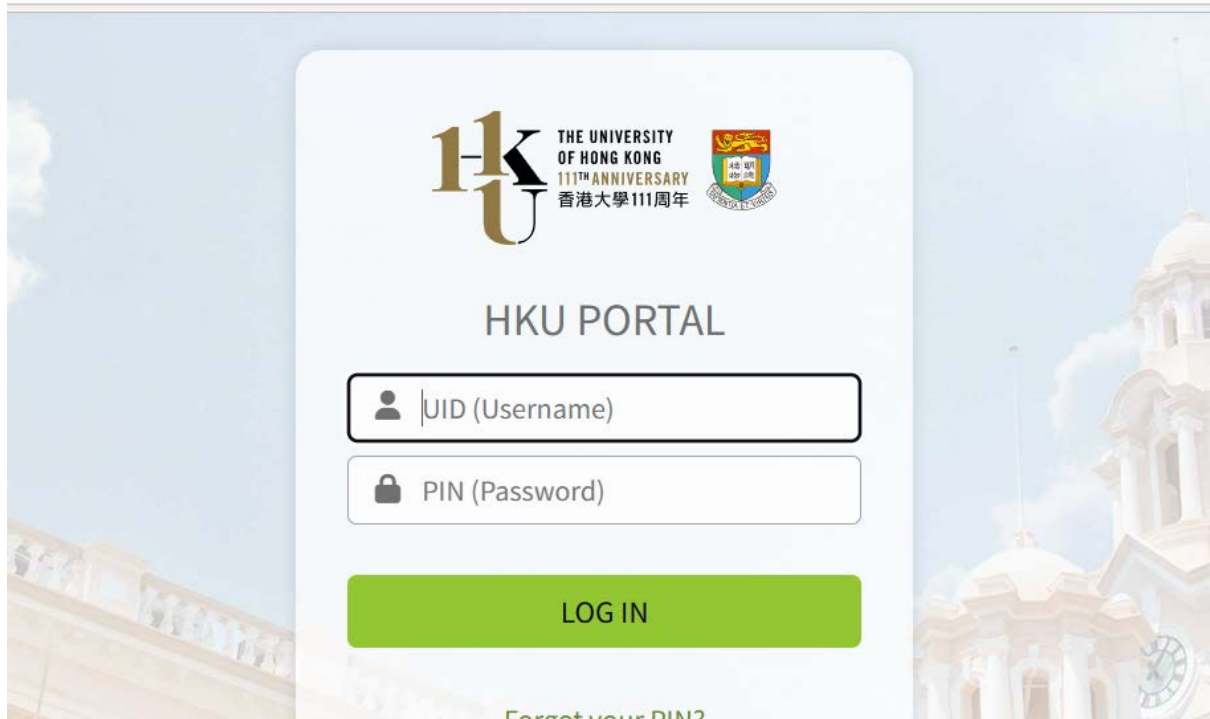
[Project Satisfaction Report by End-user\(s\)](#)

Thank you very much.

Project Satisfaction Report System
Estates Office

3.2) Users login HKU Portal to fill in the Project Satisfaction Report by End-user(s).

du.yale.its.tp.cas.servlet.Login?service=https://ids.hku.hk/idp/AuthnCAS?conversation|||e1s1



The image shows the HKU Portal login page. At the top, there is a URL: `du.yale.its.tp.cas.servlet.Login?service=https://ids.hku.hk/idp/AuthnCAS?conversation|||e1s1`. The main content area features the HKU logo on the left, which includes the stylized 'HKU' letters and the text 'THE UNIVERSITY OF HONG KONG 111TH ANNIVERSARY 香港大學111周年'. To the right of the logo is the university's crest. Below the logo and crest, the text 'HKU PORTAL' is centered. Underneath, there are two input fields: the first is labeled 'UID (Username)' with a person icon, and the second is labeled 'PIN (Password)' with a lock icon. A green 'LOG IN' button is positioned below these fields. At the bottom, there is a link that says 'Forgot your PIN?'. The background of the page is a light blue sky with a white building, likely a part of the HKU campus.



Estates Office
The University of Hong Kong

Project Satisfaction Report by End-user(s)

Project:

BAW Project at 18/F Kennedy Town Centre

Project-in-Charge:

Chan Tai Man

Name of Consultant (if any):

CC Consultant Ltd.

Name of Contractor:

AA Contractor Co Ltd.

* Mandatory Fields

* 1. Your Department:

XX Department

* 2. Your Name:

Mary Hung





Part I: Performance Evaluation for Estates Office

Name of Project-in-Charge: Chan Tai Man

* Quality of services / works provided by Estates Office:

	Exceeding expectation	Acceptable	Marginally acceptable	Poor #
1. Overall Responsiveness: Was the overall response dealt with quickly and to your satisfaction?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Project Planning: Were you satisfied with the planning and consultation process?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Communications: Did the project team communicate with you well?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
4. Problem Solving: Were any problems dealt with to your satisfaction?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
5. Project Control: Were the issues of cost control and project scheduling dealt with to your satisfaction?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
6. Proactiveness: Did the project team take a proactive approach during the project?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Overall Performance: Were you satisfied with the service on this project?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Other Comments (Project-in-Charge)

asdfg

Technical Manager (Ms. Rowena Lee) will follow up with the End-user within one month of receiving the report.





Part II: Performance Evaluation for the Consultant

Name of Consultant: CC Consultant Ltd.

How would you rate the performance of consultant?

	Excellent	Good	Acceptable	Needs Improvement	Not Acceptable	N/A
1. Cost Control	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Time Control	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Quality Control	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Fulfillment of Planning Brief	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Organisation of Project	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
6. Crises Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
7. Resourcefulness and Alternatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
8. Innovativeness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Completeness of Information	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Sustainable & Green Initiatives	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Responsiveness/ Time to respond	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Safety Control	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Overall Performance	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. Other Comments (Consultants including the sub-consultants)

qwert





Part III: Performance Evaluation for the Contractor

Name of Contractor: ABC Contractor

* How would you rate the performance of the contractor?

	Excellent	Good	Fair	Poor
1. Cleanliness	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Safety	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Progress	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
4. Politeness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

5. Other Comments (Contractor):

zxcvbn





Summary Review

Your Department:

XX Department

Your Name:

Mary Hung

Your Contact Tel. No.:

3917 xxxx

Part I: Performance Evaluation for Estates Office:

Quality of services / works provided by Estates Office:

Project-in-Charge: Chan Tai Man

1. Overall Responsiveness (overall response): Exceeding expectation
2. Project Planning: Acceptable
3. Communications: Marginally acceptable
4. Problem Solving: Poor #
5. Project Control: Marginally acceptable
6. Proactiveness: Acceptable
7. Overall Performance (service on this project): Exceeding expectation
8. Other Comments (Project-in-Charge): asdfg

How would you rate the performance of the consultant?

Consultant Name: CC Consultant Ltd.

1. Cost Control: Excellent
2. Time Control: Good
3. Quality Control: Acceptable
4. Fulfillment of Planning Brief: Needs Improvement
5. Organisation of Project: Not Acceptable
6. Crises Management: N/A
7. Resourcefulness and Alternatives: Not Acceptable
8. Innovativeness: Needs Improvement
9. Completeness of Information: Acceptable
10. Sustainable & Green Initiatives: Good
11. Responsiveness/ Time to respond: Excellent
12. Safety Control: Good
13. Overall Performance: Acceptable
14. Other Comments (Consultants including the sub-consultants): qwert

Part III: Performance Evaluation for the Contractor:

How would you rate the performance of the contractor?

Contractor Name: AA Contractor Co Ltd.

1. Cleanliness: Excellent
2. Safety: Good
3. Progress: Fair
4. Politeness: Poor
5. Other Comments (Contractor): zxcvb

**** Remarks:** To **SUBMIT**, please click on the **RIGHT** arrow.
To edit the project details, please click on the **Left** arrow.

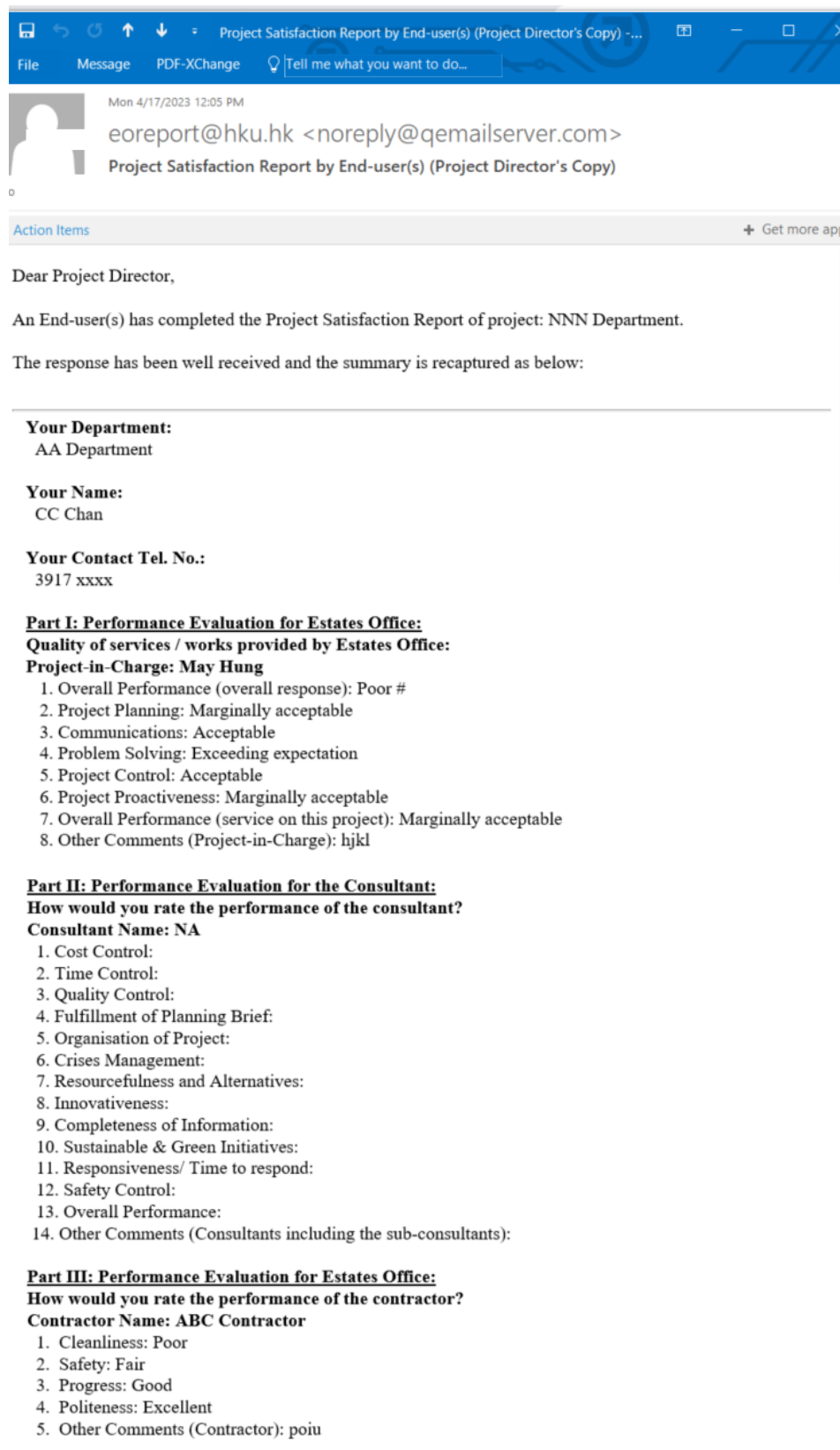


- 4) After user(s) completed the report, the system will return an online acknowledgement message and acknowledgement email. The completed report will be recorded in the system.



Thank you for completing the report. Your response has been received.

5) The system will send a summary of the report to Project Director via email.



If you have any question, please feel free to contact eoreport@hku.hk

Thank you very much.

Project Satisfaction Report System
Estates Office

6) BFU will receive an email notification for accessing the system to view the report.

New Project Satisfaction Report Received



Project Satisfaction Report System <noreply@qemailserver.com>

To: eoreport

Dear BFU,

A new Project Satisfaction Report by Department User(s) has been received from :
Project: BAW Project at 18/F Kennedy Town Centre
Project-In-Charge: Chan Tai Man

The reports are accessible in with link below (HKU portal login required)
[BFU \(Consultant/Contractor Performance Report 2\)](#)

Thank you.

Project Satisfaction Report System

7) An email notification will be sent to Rowena Lee for follow up for reports with “poor” rating.



Tue 4/11/2023 3:31 PM

BFU <noreply@qemailserver.com>

Project Satisfaction Report with Poor rating(s)

To Rowena Lee



Dear Rowena,

A new project satisfaction report with poor rating(s) has been received from :
Project: BAW Project at 18/F Kennedy Town Centre
Project-In-Charge: Chan Tai Man

The reports are accessible in with link below (HKU portal login required)
[BFU \(Consultant/Contractor Performance Report 2\)](#)

Thank you.

Project Satisfaction Report System