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 15/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
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.
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).

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).
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:

<table>
<thead>
<tr>
<th></th>
<th>Exceeding expectation</th>
<th>Acceptable</th>
<th>Marginally acceptable</th>
<th>Poor #</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. <strong>Overall Responsiveness:</strong> Was the overall response dealt with quickly and to your satisfaction?</td>
<td>![Circle]</td>
<td>![Circle]</td>
<td>![Circle]</td>
<td>![Circle]</td>
</tr>
<tr>
<td>2. <strong>Project Planning:</strong> Were you satisfied with the planning and consultation process?</td>
<td>![Circle]</td>
<td>![Circle]</td>
<td>![Circle]</td>
<td>![Circle]</td>
</tr>
<tr>
<td>3. <strong>Communications:</strong> Did the project team communicate with you well?</td>
<td>![Circle]</td>
<td>![Circle]</td>
<td>![Circle]</td>
<td>![Circle]</td>
</tr>
<tr>
<td>4. <strong>Problem Solving:</strong> Were any problems dealt with to your satisfaction?</td>
<td>![Circle]</td>
<td>![Circle]</td>
<td>![Circle]</td>
<td>![Circle]</td>
</tr>
<tr>
<td>5. <strong>Project Control:</strong> Were the issues of cost control and project scheduling dealt with to your satisfaction?</td>
<td>![Circle]</td>
<td>![Circle]</td>
<td>![Circle]</td>
<td>![Circle]</td>
</tr>
<tr>
<td>6. <strong>Proactiveness:</strong> Did the project team take a proactive approach during the project?</td>
<td>![Circle]</td>
<td>![Circle]</td>
<td>![Circle]</td>
<td>![Circle]</td>
</tr>
<tr>
<td>7. <strong>Overall Performance:</strong> Were you satisfied with the service on this project?</td>
<td>![Circle]</td>
<td>![Circle]</td>
<td>![Circle]</td>
<td>![Circle]</td>
</tr>
</tbody>
</table>

**8. Other Comments (Project-in-Charge)**

```
Please provide any additional comments or feedback.
```

# 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?

<table>
<thead>
<tr>
<th></th>
<th>Excellent</th>
<th>Good</th>
<th>Acceptable</th>
<th>Needs Improvement</th>
<th>Not Acceptable</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Cost Control</td>
<td>✔️</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Time Control</td>
<td></td>
<td>✔️</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Quality Control</td>
<td></td>
<td></td>
<td>✔️</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Fulfillment of Planning Brief</td>
<td></td>
<td></td>
<td></td>
<td>✔️</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Organisation of Project</td>
<td></td>
<td></td>
<td></td>
<td>✔️</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Crises Management</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>7. Resourcefulness and Alternatives</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>8. Innovativeness</td>
<td></td>
<td></td>
<td></td>
<td>✔️</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Completeness of Information</td>
<td></td>
<td>✔️</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Sustainable &amp; Green Initiatives</td>
<td></td>
<td>✔️</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Responsiveness/Time to respond</td>
<td>✔️</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12. Safety Control</td>
<td></td>
<td>✔️</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. Overall Performance</td>
<td></td>
<td></td>
<td>✔️</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

[Blank]
Part III: Performance Evaluation for the Contractor

Name of Contractor: ABC Contractor

* How would you rate the performance of the contractor?

<table>
<thead>
<tr>
<th></th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Cleanliness</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Safety</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Progress</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Politeness</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5. Other Comments (Contractor):

excel
Summary Review

Your Department:
XX Department

Your Name:
Mary Hung

Your Contact Tel. No.:
3017 xxx

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. Crisis 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 II: 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. Punctuality: 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.

Dear Project Director,

An End-user(s) has completed the Project Satisfaction Report of project: NNN Department.

The response has been well received and the summary is recaptured as below:

---

**Part I: Performance Evaluation for Estates Office:**

**Quality of services / works provided by Estates Office:**

**Project-in-Charge: May Hung**

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

**Part II: Performance Evaluation for the Consultant:**

How would you rate the performance of the consultant?

**Consultant Name: NA**

1. Cost Control:
2. Time Control:
3. Quality Control:
4. Fulfillment of Planning Brief:
5. Organization of Project:
6. Crises Management:
7. Resourcefulness and Alternatives:
8. Innovativeness:
9. Completeness of Information:
10. Sustainable & Green Initiatives:
11. Responsiveness/ Time to respond:
12. Safety Control:
13. Overall Performance:
14. Other Comments (Consultants including the sub-consultants):

**Part III: Performance Evaluation for Estates Office:**

How would you rate the performance of the contractor?

**Contractor Name: ABC Contractor**

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

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

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Thank you very much.

Project Satisfaction Report System
Estate 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.

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)

Thank you.

Project Satisfaction Report System