

Project No. : _____
 Project Title: _____
 Vendor Name: _____
 Engineering Discipline : _____
 Town of Drumheller Department : _____
 Project Manager / Director : _____



Please look at each of the listed service attributes. Rate them by priority based on their importance to you. Likewise, score each attribute based on final performance. Forward to the Infrastructure Department. Thank you for your feedback, and for helping out continuing effort to improve our processes and vendor relations.

Priority Key	Score Key
High = Very Important	5 = Excellent
Medium = Important	4 = Good
Low = Not Important	3 = Satisfactory
	2 = Less than Satisfactory
	1 = Poor

1. Project "Process" High Med Low

- | | |
|--|-----------|
| a. Project Manager's understanding of your needs | 1 2 3 4 5 |
| b. Project Managers consideration in meeting your needs | 1 2 3 4 5 |
| c. Clear explanation of the roles and responsibilities of all project participants | 1 2 3 4 5 |
| d. Explanation of the procedures of contributing departments | 1 2 3 4 5 |
| e. Project Manager's helpfulness in resolving conflicts | 1 2 3 4 5 |
| f. Project Managers effective management of the project | 1 2 3 4 5 |
| g. Availability of both budgets and schedules | 1 2 3 4 5 |
| h. Usefulness of information provided in budgets, schedules and memos | 1 2 3 4 5 |
| i. Effective explanation of project budget by project manager | 1 2 3 4 5 |
| j. Project Manager's responsiveness to problems | 1 2 3 4 5 |
| k. Project Manager's promptness of response | 1 2 3 4 5 |

2. Project Completion High Med Low

- | | |
|--|-----------|
| a. Project completed within the timeline | 1 2 3 4 5 |
| b. Quality of work performed | 1 2 3 4 5 |

NOTES: _____

Date: _____
 Scored by (Optional): _____