

Quality Satisfaction Survey

Profits and incentive fees from the design/build contract for the construction of a \$41 million R&D Laboratory and Office Facility depended upon the outcome of an end-user Quality Satisfaction Survey. The survey was completed by the building occupants sixty days after they moved into the new facility.

The design/build team agreed to have their "fee at risk" compensation based not only on cost and schedule performance, but also on the end users satisfaction with the facility. Sixty days after their relocation to the new building, the occupants of the building were given a Post-Completion Occupant Quality Survey. This survey measured criteria the scientists judged to be important, such as noise level in laboratories, vibration isolation for sensitive instruments, amount of direct sunlight, level of indirect light, quality of construction, image created by the final design, degree of user friendliness, and communication from the construction team to the building occupants throughout the entire design/build process.

Contact: Michael J. Healy---Not Current
Organization: Sordoni Skanska
Address: 400 Interpace Parkway
City: Parsippany
State/Province: NJ
Postal Code: 07054
Country: USA
Phone No: 973-334-5300
FAX: 973-402-6310
URL:
Email: