



## QUALITY SURVEY SCALE

General Contractor: <b>Adolfson &amp; Peterson</b>	
Job Location: <b>NBC Universal @ 4805 Amon Carter Blvd., Fort Worth, TX</b>	
Survey completed by:	Date:

For each item identified below, circle the number to the right that best fits your judgment of its quality. Use the scale above to select the quality number.

Description/Identification of Survey Item	Scale				
	P o o r	G o o d			B e s t
1. Did we meet your expectation in the bidding process as well as preliminary budgets?	1	2	3	4	5
2. How would you rate our timeliness schedule compliance?	1	2	3	4	5
3. Did we respond to your requests in a timely manner?	1	2	3	4	5
4. How much confidence do you have in our knowledge of the work?	1	2	3	4	5
5. How would you rate our pre-construction team (preliminary concepts, pre-design, and code research)?	1	2	3	4	5
6. Did we provide complete submittal information in a timely manner (IE: shop drawings, calculations, tech data etc.)?	1	2	3	4	5
7. Did we successfully coordinate our piping (location, elevation, routing, with our trades)?	1	2	3	4	5
8. Did project mangers respond to change request in a timely manner?	1	2	3	4	5
9. How well did we co-operate with your employees and supervisor's?	1	2	3	4	5
10. Did we start our installation on time?	1	2	3	4	5
11. Did we meet your milestone dates and completion dates?	1	2	3	4	5
12. Did we perform our work in a safe manner?	1	2	3	4	5
13. Was all required paper work turned in as requested (IE: daily reports, safety minutes, etc.)?	1	2	3	4	5
14. Did Texas Sprinkler field employees work well and communicate with your on site personnel?	1	2	3	4	5
15. Did we respond to challenges of the project in a timely fashion (IE: leaks, final inspections, alarm test, etc.)?	1	2	3	4	5
16. How was our house keeping on your project?	1	2	3	4	5
17. Did we provide you with close out documents in a timely manner?	1	2	3	4	5
18. Overall, how satisfied are you with the quality of our work?	1	2	3	4	5
19. How would you rate your level of overall satisfaction with Texas Sprinkler?	1	2	3	4	5

Additional comments for any scale less than 5 are appreciated.

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