



Below are sample responses to a 50% project complete interview. With a project specific interview format, interviews would also likely be conducted at <25% project complete and 100% project complete. Client interviews are emailed weekly to CFU's clients.

SAMPLE INDIVIDUAL CLIENT INTERVIEW

Client: PZNG, Inc.
Contact: Alfred Johansen, Lead Project Manager
Project #: 6013.331
Project Manager: Janet Semonski
Interview Type: 50% Project Complete

1. In terms of budget, has FF *met* your expectations, *not met* or *exceeded* your expectations? *Met*

2. Please explain.

So far FF is on budget for Phase I. However, the contact is concerned that the project will go over budget because of technical work done that he doesn't think was needed.

3. In terms of work quality, has FF *met*, *not met* or *exceeded* your expectations so far? *Met*

4. Please explain. *FF is technically competent.*

5. And in terms of client service - communication, response times, listening and reacting to client issues, would you say FF has *met*, *not met* or *exceeded* your expectations? *Not Met*

6. Please explain.

The client stated that there are actually two phases of the project, and at this point it is not certain FF will be doing Phase 2 as originally expected. It has been challenging to reach the PM and responses have been too slow. The PM is a good person and has been an effective PM on past projects. However, it appears the project team is not focused on this project. Submittals have many typos and explanations in writing or in person are too confusing to the non-technical people on the Board. The contact pointed out that the Board is the decision making body for this project and they have concerns. The contact is not sure why service has declined compared to previous projects with FF.

7. Please rate the level of effectiveness of the FF project manager that you work with, using a scale of 1-5 with 1 being very ineffective to 5 being very effective. *3*

8. Please explain.

The client again stated that the project manager was very effective on previous projects. However, on this project she seems to be spread too thin. Her project team does not appear to be focused and does not seem to know Phase 2 is at stake.

9. Rate your level of satisfaction with the effectiveness of FF in their resolution of any issues or concerns that you may have had using the scale of 1-5 with 1 being very dissatisfied to 5 being very satisfied. 3

10. Please explain.

It takes too long for an issue to be addressed. But once it is addressed, resolution is good.

11. Please rate the level of FF's technical competence using a scale of 1-5 with 1 being very incompetent to 5 being very competent. 5

12. Please explain.

FF's technical work is always high quality. But the Board chair has asked if there are other firms that also do high quality work.

13. Are there any particular qualities of FF's that you view as strengths (cost savings, time savings, imaginative solutions, high quality, etc.)?

Communication Client service Expertise High quality None offered

14. At this point in the project do you expect the project goals will be met? *Not sure*

14a. If no or not sure, please explain.

The contact hopes to continue with FF, but the Board is indicating that other firms should be considered for Phase 2.

15. If you were to make the decision again, would you use FF? *Not sure*

15a. If no or not sure about making the same decision, please explain.

The contact is unsure since the service has dropped off.

16. Can you offer any suggestions for ways that FF could have served you better?

The client reiterated that in the project kick-off meeting he emphasized that responses to his questions/concerns had to be very quick because he answers to the Board. At first FF was very responsive, but now response times have diminished greatly. FF needs to return to their previous service standards. And more face-to-face meetings would be appreciated.

17. Would you recommend FF to a colleague? *Not sure*

17a. If no or not sure about recommending, please explain.

FF is still doing high quality technical work but at this point in the project it has become too challenging to get answers to questions/concerns.

17b. If yes, would the recommendation be strong, moderate or with reservations? *NA*

17b1. If recommendation is moderate or with reservations, please explain. *NA*

18. Is there anything else you would like to comment on concerning FF?

FF has great people and can do excellent work. But they have to know there are many other firms that have these same qualities. FF has to revisit the client service side of this project if they want to be a contender for Phase 2.