

The University of Michigan



Plant Operations

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In April 2008 Construction Services launched its first survey of customers. This survey was sent to sample group of customers the week following the completion of a work request and was designed to run for six months. Fifty percent of customers whose work request totaled more than \$20,000 and 10% of customers whose work request totaled more than \$2,500.00 but less than \$20,000 were surveyed.

The following information was collected in the survey:

- Work Request number and description
- Supervisor's name
- Evaluation of workmanship and materials
- Evaluation of the construction schedule
- Evaluation of our communication (if the construction schedule changed)
- Evaluation of our staff's courteousness and efficiency
- Evaluation of the overall satisfaction with the service provided by Construction Services.
- Answers to two open ended questions

A total of 89 surveys were sent to customers via email and 40 responses were received; a 45% response rate.

Based on the information collected in the first work request survey several enhancements have been made to the second work request survey which began on October 5, 2008. The original survey questions and information collected has not changed, but the department felt it needed to obtain information from additional customers as well as from the customers who had work performed for them on small projects. To accomplish this Construction Services has adjusted our survey so it is now sent to 100% of the customers whose work request totaled more than \$20,000 and 10% of customers whose work request total more than \$1,000. In addition a second survey has been added for small projects and this new survey is being sent to 20% of customers whose work request totaled less than \$1,000.00.

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Workmanship and Materials

Construction Services workmanship and materials met or exceeded my expectations?		
Answer Options	Response Percent	Response Count
Strongly Agree	59.5%	22
Agree	37.8%	14
Neither agree or disagree	0.0%	0
Disagree	2.7%	1
Strongly Disagree	0.0%	0
Additional Comments		12
<i>answered question</i>		37
<i>skipped question</i>		3

97.3% of respondents either agreed or strongly agreed with this statement

2.7% of respondents disagreed with this statement

No respondents strongly disagreed with this statement

I was amazed at how quickly and efficiently the work was accomplished so the occupants, who were relocated due to some construction; then painting and recarpeting, could return back into that vacated space as quickly as possible. One holdup would have resulted in rescheduling the carpet installation and the crew's moving back in. Thank you, thank you, thank you.
As usual, the lockers were outstanding. We won't go anywhere else for them.
Both Mark and Bill were great to work with. They communicated well and did an outstanding job at getting the lockers done in a timely manner with great craftsmanship by their crew.
New counters are not level with pre-existing counter top on both floors. Counterspace adjoining to pre-existing counter top not caulked. This area is used to return contaminated instruments. There should be no visible cracks for things to fall into.
just took a long time to get done.
We were completely satisfied with their workmanship! The space looks wonderful....the new ceiling tiles and lights really enhance the space.
Terry Johnson did a outstanding with cost and layout of the construction services. every thing on time and so far under budget. Keith Dietrich managed the work load and completed all task on time! Veary pleased with Terry & Keith
The workmanship and materials are well integrated with the rest of the building decor and the finish work (trim, etc.) is terrific.
The upholstery shop did a good job on the work, but the timing could have been better. I need them to remember that clinical areas are quick turn around...we can't hold onto waiting room furniture, even if it means making a second trip. In addition, the folks who returned the furniture didn't even come close to putting it where it belonged. They just sort of threw it in the space.
All work was top notch, painter and carpenters courteous and competent
The quality was outstanding.
Team was very helpful and flexible with work environment and work schedule. Most often was ahead of planned schedule.

Construction Schedule

The construction schedule was integrated with our operational schedule		
Answer Options	Response Percent	Response Count
Strongly Agree	64.9%	24
Agree	21.6%	8
Neither agree or disagree	10.8%	4
Disagree	2.7%	1
Strongly Disagree	0.0%	0
	Additional Comments	10
	<i>answered question</i>	37
	<i>skipped question</i>	3

86.5% of respondents either agreed or strongly agreed with this statement

2.7% of respondents disagreed with this statement

No respondents strongly disagreed with this statement

First person to come and check out the job estimated 2 weeks. Because of this, I asked for it to be done when clinics are not in session(August 1-20) I was going on the presumption of a 2 week period for repairs and became anxious as August clinics would resume on 25th. After calling to assure the job was still scheduled to be done, I was told it would take 1 day to do the job. It would have been nice to have some better way of communicating.
They met the project's timeline and even completed additional work (that was not on the original work order) within our deadline! Great job!!
Outstanding Job Terry & Keith
I give them a A++ for keeping to my schedule!
Room had to be schedules as it is a classroom.
LSA wanted Terry to begin demolition before we were even assigned project. I would not feel comfortable with many others in same situation, but I knew that Terry would take care of things for us and consult with us if there were any unforeseen conditions.
Outside work, did not have to be coordinated with a schedule
There was several miscommunications about the projected end date of the project and when we could occupy the labs.
Resulted in being ahead of schedule.

Communication

I was kept informed of the construction schedule changes		
Answer Options	Response Percent	Response Count
Strongly Agree	37.8%	14
Agree	37.8%	14
Neither agree or disagree	13.5%	5
Disagree	10.8%	4
Strongly Disagree	0.0%	0
Additional Comments		13
<i>answered question</i>		37
<i>skipped question</i>		3

75.6% of respondents either agreed or strongly agreed with this statement

10.8% of respondents disagreed with this statement

No respondents strongly disagreed with this statement

My perception regarding communication regarding this project was was alot of not knowing when, what, or how long
Terry Burmeister was an excellent project manager and informed me of any changes.
no changes
Keith kept we updated on schedule changes
Terry was great at communicating any schedule changes with us, and was able to offer suggestions on how decisions we were making would impact the schedule.
They were very accomodating to my schedule and my need if there was change necessary.
no real changes, other than needing additional fabric.
I was not kept informed of the schedule or any changes unless I asked. The construction did not start quickly and did not end in the expected time frame.
Keith is very good at communicating
I wish we were more in the loop with the elevator inspections - so when the Client called up I would be informed
Each time I asked, the date got moved.
It took a lot longer than we expected, but i was informed all the way along
Steve Bird was more than helpful of keeping me up to date with any and all information regarding this project.

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Staff's courteousness and efficiency

The Construction Services' staff that I encountered were courteous and efficient		
Answer Options	Response Percent	Response Count
Strongly Agree	73.0%	27
Agree	18.9%	7
Neither agree or disagree	8.1%	3
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Additional Comments		12
<i>answered question</i>		37
<i>skipped question</i>		3

91.9% of respondents either agreed or strongly agreed with this statement

No respondents disagreed with this statement

No respondents strongly disagreed with this statement

The BEST!!!! I appreciate being communicated with and kept abreast of any changes.
All of the guys installing were great to talk to and ask questions of.
I have encountered some very helpful, courteous staff from construction services in my 30 years here, however, there are some that must be having a bad day, at least it seems that way.
Everyone was courteous and respectful.....pleasant experience!
Yes everyone!
Terry is wonderful to work with - I have full confidence in his abilities and am always delighted to be able to work with him. I was also very pleasantly suprised with how terrific the rest of the construction services staff were to work with. They were professional, friendly, and willing to explain what they were doing (since I'm curious about those things). I would be thrilled to work with any of them again.
Yes, the whole crew!
I love your staff.
As always-
Did not talk to the staff working on this project
Kevin was extremely helpful and the two Freds were great!
The electrical mechanics and supervision were very courteous and communicated well.

Overall Satisfaction with services provided

I am satisfied with the services provided by Construction Services		
Answer Options	Response Percent	Response Count
Strongly Agree	54.1%	20
Agree	40.5%	15
Neither agree or disagree	0.0%	0
Disagree	5.4%	2
Strongly Disagree	0.0%	0
Additional Comments		9
<i>answered question</i>		37
<i>skipped question</i>		3

94.6% of respondents either agreed or strongly agreed with this statement

5.4% of respondents disagreed with this statement

No respondents strongly disagreed with this statement

I cannot speak for any of the other teams, however, Team Bird will always be my team of choice when doing renovation projects in Construction Services. I also appreciate others within Construction Services covering in times of absence. For example, when Steven Bird was on vacation, Mark Bevington covered during his absence and things continued to run smoothly with ongoing projects.
With this particular job, my boss, the staff, and even some of the students who work construction have shared their opinion of the job. Most of it is not favorable.
We are extremely satisfied with the services provided by Construction Services!! They went above and beyond when they encountered problems (had to move the thermostat to another location as it was in the way of one of the furniture panels). They worked side by side with ITCOM and both groups were very courteous and respectful of each other.
Yes, Terry & Keith and others did a outstanding job
For this particular project the service was great.
The only thing I would enhance is the estimating process. It is getting better.
I would have like to been updated more often.
I think we have all learned our lessons on this project
There were a few things that had to be followed up on multiple times, but the project looks good now.

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SPECIAL RECOGNITION
<p>Each member of "Team Bird" (including Steven Bird) is deserving of being recognized in a very special way. Each member brings something very unique and special to whatever the challenges might be. One example during a renovation going on right now, was when the new occupants wanted to add something that wasn't in the schedule to be done. Heads immediately got together to discuss possible options and they were presented, and the outcome has turned out fantastic in that glass block has been installed to bring more natural light into the entry area where there was only going to be cement block. My point is that options were discussed, along with cost differences so the customer was able to make an educated decision as to whether to proceed or not. To recognize one person over another would not be fair, because Team Bird is just that (a cohesive team who are willing to work through issues that arise; talk them through and come to the best decision possible for the customer). It is hard to find workers today who will simply not just settle for mediocrity - not so with Team Bird.</p>
<p>Terry Burmeister - Terry handled the project very effectively. He met with me before the renovation began and he kept in touch to let me know the progress of their work. Terry worked well with our designer (Kate Stefannelli from T2 Designs) and worked out a lot of issues with Kate (e.g. problems with getting the lights from the manufacturer and moving the thermostat to another wall) and I heard about them after the fact. Terry kept the project on time and we were able to meet our projected move-in date. Terry was very professional and I enjoyed working with him. He had a "can-do" attitude which was very refreshing.</p>
<p>Steve the painter is great to work with. He is very conscious of the quality of his work and did an excellent job painting and patching. Matt was extremely accomodating with carpentry repairs and also is great to work with.</p>
<p>I worked with a outstanding team at plant</p>
<p>Terry Johnson started the layout of the scope of the project (the engineering of the project). Keith Dietrich manage the project from start until finshed a outstanding Job and on time!</p>
<p>Terry Johnson - brilliant construction manager, well able to motivate his staff, communicate with customers, make suggestions, etc. Jerome (electrician) - personable, professional, suggested options and requested input. Wonderful to work with.</p>
<p>Terry was my initial contact for scoping the project. Once we were definat about what needed to be done, we collabrated with dates and how much time each section of the job took and implemented them into a master schedule that I so kindly blew up for Keith. Keith stayed on top of the intricate time line and had all of his crew in the know. Mark and Carrie did a fantastic job keeping with their timeline. They asked questions when in doubt. Jerome and Jim completed their work in the time specified as well. Tom C, Jamie, Jason, Jason, Phil, and I know i'm forgetting someone or someones, but they really did a fantastic job!</p>
<p>Terry Johnson, Keith Detrick; Both scheduled the painting to be done pretty quickly, and the flooring went down soon after and matched up very great with existing put down a year ago. Whole job turned out very good.</p>
<p>Terry Johnson- is an very good at what he does and always responds quickly to questions.</p>
<p>Phil from the upholstery shop. Nice job, good input on products.</p>
<p>Keith and his entire crew, of whose names I only know Mark and Jerome.</p>
<p>Bill Berry took the bull by the horns and got this project done in time for commencement. He took the measurements, found a supplier and performed the installation. Great job and great customer service</p>
<p>Fred the plumber and Fred the construction guy (looks like Hulk Hogan) were absolutely fantastic people to work with. They went out of their way to be helpful and make sure they found the best solution to each need. I really appreciated their commitment to quality.</p>
<p>Kevin Morgan - Good guy</p>
<p>Mike Heffelfinger</p>
<p>Steve Bird</p>

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ADDITIONAL COMMENTS
Please also note that it takes a great project manager to set the tone for the work at hand and Steven, I believe, is exemplary in every way. Please do whatever is humanly possible to recognize outstanding leaders like Steven who set a great example for other managers to emulate.
Steve Bird is very good at advising status of project without having to ask
Project was scaled back and not completed due to administrative decisions.
Part of this work request is to install new blinds. This part has been difficult to coordinate and complete. We are still missing new blinds in most of the rooms.
Mike continued to check on the project to be sure everything was being done and had people come back to fix items he felt were not completed properly.
Steve had excellent communication skills and was very helpful to make sure our staff were not inconvenienced in any way. No item or request was left unattended!