

## **FACILITIES AND SERVICES PROJECT DEVELOPMENT CUSTOMER BILL OF RIGHTS**

- ✚ A CLEARLY DEFINED SCOPE AND STATEMENT OF WORK**
  - Every project will have a signed scope, estimate, and schedule in place before work is initiated.
  
- ✚ CLEAR COMMUNICATIONS THROUGH A SINGLE POINT OF CONTACT**
  - Each project is assigned to a Project Manager, and the Project Manager's responsibility is to ensure that the client's budget and needs are met and that the finished product exceeds customer expectations.
  
- ✚ HAVE YOUR QUESTIONS AND CONCERNS RESPONDED TO IN A TIMELY MANNER**
  - The Project Manager will respond to questions promptly. Questions are not an interruption and are encouraged. We want to make sure that you understand all aspects of your project.
  
- ✚ EXPECT QUALITY**
  - We are committed to delivering a product that exceeds your expectations.
  
- ✚ HAVE A REGULAR REVIEW OF EXPENDITURES AND PROGRESS**
  - Project Managers provide a bi-weekly report to their customers, and this report will include updates on schedule and budget.
  
- ✚ BE INFORMED IMMEDIATELY OF PROBLEMS**
  - Your Project Manager will let you know immediately if problems develop on your project, and the budget will only be exceeded with your authorization.
  
- ✚ GUARANTEED SATISFACTION**
  - If you are not completely satisfied with any aspect of your project, we want to hear about it – and we will MAKE IT RIGHT if we can. We invite constructive criticism for our continuous improvement.