

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.