



Building Science Specialists
Contract Administrators
Reserve Fund Planners
Consulting Engineers

BUILDING CONSULTANTS

T.R.A.C.K.

Service Quality Survey

GRG values our clients' views about our services. This survey, "T.R.A.C.K." is part of our quality management system. Please take a few minutes to reflect on the project listed below. If you feel someone else should complete this survey, please forward it to the appropriate party. Your input on each of the three Parts below will help keep GRG on the right T.R.A.C.K.

If you would like to comment on a project other than the one listed below, you may download a form from our website at www.grgbuilding.com.

If you have any questions, please call me at 1(800) 838-8183. Thank you for your help.

Jerry Genge

Project Description _____

Project No. _____

Work Completed _____

Completed by (optional): _____

GRG Project Manager _____

Part 1 Your Rating of Our Services to You	To complete this part of the form, please check the <u>one description</u> that best describes your experience with GRG for each Quality parameter.						
	Quality	Question	Description				
			Excellent	Above Average	Average	Below Average	Poor
	Teamwork	What was your overall impression of GRG's performance while working with you as a team member toward satisfying the project needs?	(check one) <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Response	Was GRG prompt in delivery of the service (considering the final deliverable, returning calls, and receptiveness to your comments and suggestions)?	(check one) <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Accuracy	Was the work technically correct? If you feel you can not judge the technical accuracy, how well did the service provided meet your technical needs?	(check one) <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cost	Was the service provided within the proposed budget or allotted funds considering value for the services as well as overall cost?	(check one) <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Knowledge	How would you rate the technical knowledge of the staff you worked with at GRG?	(check one) <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Part 2 Why GRG was Retained	How would you describe our working relationship with you? Please check the box that most accurately describes the relationship on this project (you may add your own comment). GRG Building Consultants Inc. was..... (check one)						
	<input type="checkbox"/> The lowest bid this time. <input type="checkbox"/> Best technical proposal. <input type="checkbox"/> Our preferred engineer for this service. <input type="checkbox"/> _____						
Part 3 Ongoing Improvement	GRG strives for continuous improvement. If you could change one thing about GRG Building Consultants Inc. or its service to you, it would be.... _____ _____						

We value your input. Please return this form by fax back to Jerry @ 1(905) 895-7568. No transmittal required.

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