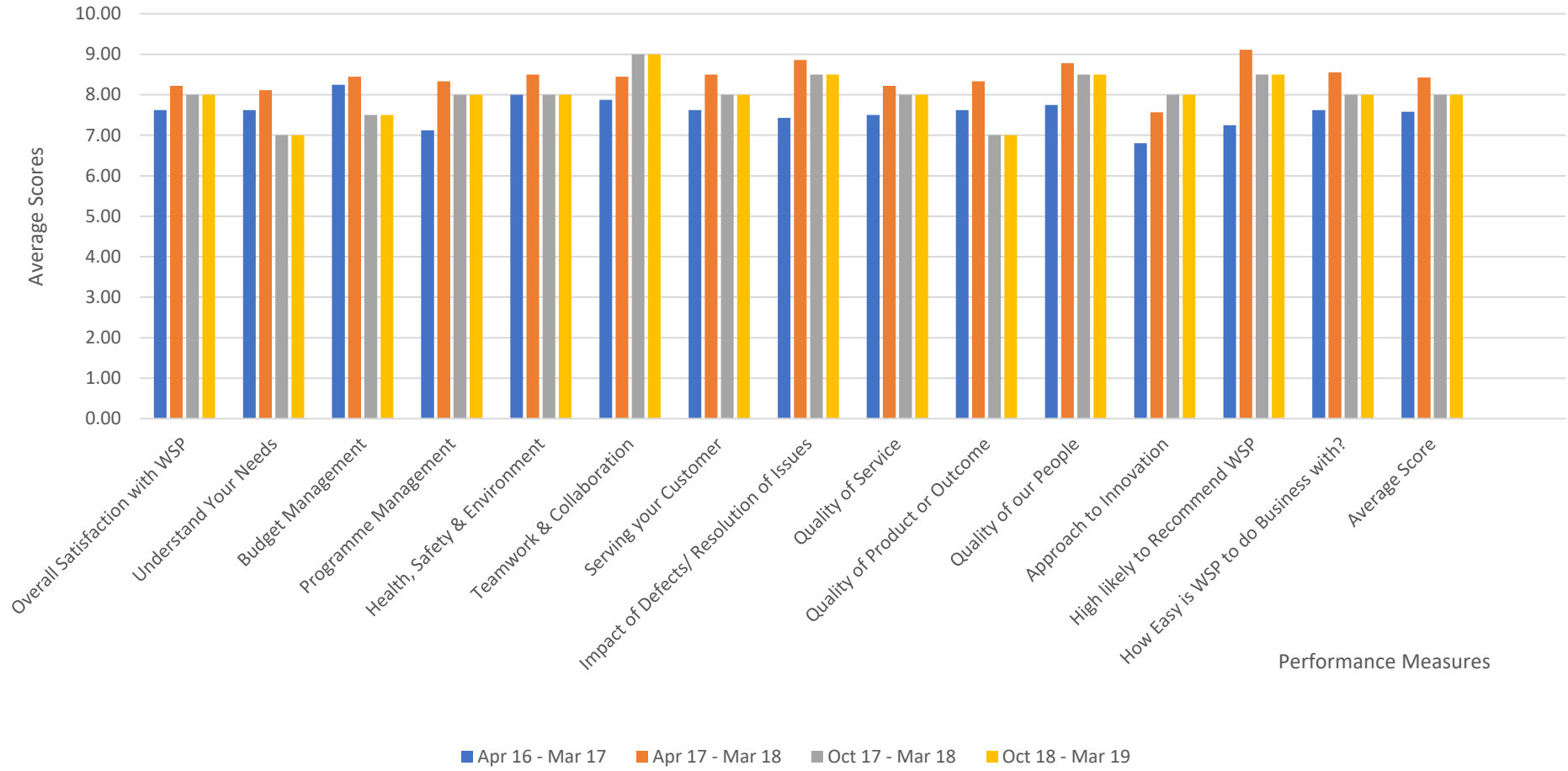


Appendix 3 – KPI 4 Project Feedback Analysis

Project Feedback Interviews Scores (PrFI)		Scoring for: October 2018 - March 2019														Better		
: n/a or client did not provide answer																	Some	BLANK SCORES INDICATE A NOT APPLICABLE RESPONSE
: client has not yet discussed with Consultant		1	2	3	4	5	6	7	8	9	10	11	12	13	14	Worse		
Ref	Name	Overall Satisfaction with WSP	Understand Your Needs	Budget Management	Programme Management	Health, Safety & Environment	Teamwork & Collaboration	Serving your Customer	Impact of Defects/Resolution of Issues	Quality of Service	Quality of Product or Outcome	Quality of our People	Approach to Innovation	High likely to Recommend WSP	How Easy is WSP to do Business with?	Comparison with Competitors	Average Score	Overall Comments/ Key Issues to Prioritize
Shropshire Council																		
	Project Name																	
1	Shifnal Town Centre	7	6	6	7	8	8	8	8	7	7	8	8	8	8	N/a	7.43	Key Issue to prioritize: Budget issues / Setting up regular minuted meetings
2	Oswestry HIF	9	8	9	9	8	10	n/a	9	9		9	8	9	8	n/a	8.75	01. Pleased with how WSP have been reactive and accordingly of short term timeframe. 02. Had to work cross directorate. Understand depth of corporate interest. 03. Asked not to spend more than £500k in 18/19 and stuck to this as required. 04. Still on programme. Tight programme, still on track to achieve. 05. Limited risk at this point in the programme. 06. Work Clearly, team happy to work with non-client reps. 07. N/A no active engagement at this stage. 08. WSP Reacted to change in client brief. 09. Acknowledged HE involvement. Reflected client and external requirements. 010. n/a - tbc at final design and procurement stage. 011. Happy with quality of work both from internal team and teams in other WSP disciplines. 012. More innovative than scheme required - wsp design he delivered more than just technical solution, also considering SCAPE method procurement which allow to keep on programme. 013. As Client SC, nothing to indicate anywhere else would be. 014 NO get linked IT Systems. 015. AS Above.
	Number of PrFI	2															8.00/14	
	Total Average	8.00	7.00	7.50	8.00	8.00	9.00	8.00	8.50	8.00	7.00	8.50	8.00	8.50	8.00		8.00	
	Highest Score	9	8	9	9	8	10	8	9	9	7	9	8	9	8			
	Lowest Score	7	6	6	7	8	8	8	8	7	7	8	8	8	8			
	Difference	2	2	3	2	0	2	0	1	2	0	1	0	1	0			

Project Feedback Trend Analysis For Period April 2016 to March 2018



Performance Measures

Project Trend Analysis for Period April 2018-March 2019

