

# MHA+ PSP 3 Lot 1

## 360° Feedback Questionnaire

|                          |              |                  |  |
|--------------------------|--------------|------------------|--|
| Project Title            |              |                  |  |
| Supplier                 |              |                  |  |
| Award (please tick)      | Direct Award | mini-comp        |  |
| Client                   |              | MHA Sub-Region   |  |
| Supplier Project Manager |              | Project No.      |  |
| Client Project Manager   |              | PO No./Cost Code |  |
| Date:                    |              |                  |  |

### Performance Criteria - PSP 3 Supplier (Client to Score)

\* Performance score (see below)

\* The highest rating against any service is 10 and the lowest rating is 0. Rate performance in whole numbers. As a guide, score descriptors are shown at the bottom of this document and follow the same format as the MSF 3 Performance Toolkit. When performance criteria is not relevant to your project enter - N/A

|  |  |  |
|--|--|--|
| 1  | Brief & Scope - Understanding the Client's requirements, contribution to developing the brief  |  |
| 2  | Time - Milestones / completion targets achieved, prompt replies to queries   |  |
| 3  | Financial Control - Quality and timeliness of information, accuracy of fee estimates or works costs  |  |
| 4  | Option Appraisal - Quality of ideas, scope of investigation, quality of analysis and advice  |  |
| 5  | Project Management - Team working, design process, pro-active, progress oriented   |  |
| 6  | Responsiveness - Ease of contact, adaptability to change, time to respond  |  |
| 7  | Communication - Information, reports, completeness, clarity, accuracy, timeliness  |  |
| 8  | Innovation - Quality of design solutions, creative thinking, problem solving   |  |
| 9  | Value for Money - Delivered value for money and efficiency savings where applicable  |  |
| 10   | Health & Safety - Applied experience, guidance and knowledge to effectively manage H&S through all stages, design out risk and maintain the safety of all stakeholders |  |
| <b>TOTAL Average Score - Satisfaction of the PSP 3 Supplier (Total/Number Completed)</b> |  |  |

Do you feel there were particular strengths or weaknesses in PSP Supplier performance? We value your comments.

#### Strengths

#### Weaknesses

#### Score Descriptors

|                          |  |                                       |  |
|--------------------------|--|---------------------------------------|--|
| 0 - Totally dissatisfied | 1 - Not described but can still be used as a score | 2 - Very dissatisfied                 | 3 - Not described but can still be used as a score |
| 4 - Dissatisfied         | 5 - Slightly dissatisfied                          | 6 - Neither satisfied or dissatisfied | 7 - Fairly satisfied                               |
| 8 - Satisfied            | 9 - Very satisfied                                 | 10 - Exceptionally satisfied          |  |

# MHA+ PSP 3 Lot 1

## 360° Feedback Questionnaire

### Performance Criteria - PSP 3 Client (Supplier to Score)

\* The highest rating against any service is 10 and the lowest rating is 0. Rate performance in whole numbers. As a guide, score descriptors are shown at the bottom of this document and follow the same format as the MSF 3 Performance Toolkit. When performance criteria is not relevant to your project enter - N/A

|  |  |  |
|--|--|--|
| 1  | <b>Brief &amp; Scope</b> - Clarity of the brief, opportunities to develop the brief further  |  |
| 2  | <b>Time</b> - Milestones / completion targets reasonable, prompt replies to queries  |  |
| 3  | <b>Financial Control</b> - Quality and timeliness of payment, accuracy of original budget  |  |
| 4  | <b>Option Appraisal</b> - Openness to ideas, scope adequately defined, being able to accommodate changes, ideas/suggestions  |  |
| 5  | <b>Project Management</b> - Team working, clarity of instruction, client approvals, pro-active, progress oriented  |  |
| 6  | <b>Responsiveness</b> - Ease of contact, adaptability to change, time to respond   |  |
| 7  | <b>Communication</b> - Information, briefing/supporting technical reports, completeness, clarity, accuracy, timeliness   |  |
| 8  | <b>Innovation</b> - Openness to new ideas, receptive to creative thinking, involved in problem solving   |  |
| 9  | <b>Value for Money</b> - Collaborated effectively with the provider to help them deliver value for money and open to ideas to generate efficiency savings where applicable |  |
| 10   | <b>Health &amp; Safety</b> - Worked with the provider, allocating time and budget to allow H&S to be properly managed  |  |
| <b>TOTAL Average Score - Satisfaction of the PSP 3 Supplier (Total/Number Completed)</b> |  |  |

Do you feel there were particular strengths or weaknesses in PSP Client performance? We value your comments.

#### Strengths

#### Weaknesses

#### Score Descriptors

|                          |  |                                       |  |
|--------------------------|--|---------------------------------------|--|
| 0 - Totally dissatisfied | 1 - Not described but can still be used as a score | 2 - Very dissatisfied                 | 3 - Not described but can still be used as a score |
| 4 - Dissatisfied         | 5 - Slightly dissatisfied                          | 6 - Neither satisfied or dissatisfied | 7 - Fairly satisfied                               |
| 8 - Satisfied            | 9 - Very satisfied                                 | 10 - Exceptionally satisfied          |  |