

## MHA+ PSP 4 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 4 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 Performance Toolkit. When performance criteria is not relevant to your project enter - N/A

1	<b>Brief &amp; Scope</b> - Understanding the Client's requirements, contribution to developing the brief	
2	<b>Time</b> - Milestones / completion targets achieved, prompt replies to queries	
3	<b>Financial Control</b> - Quality and timeliness of information, accuracy of fee estimates or works costs	
4	<b>Option Appraisal</b> - Quality of ideas, scope of investigation, quality of analysis and advice	
5	<b>Project Management</b> - Team working, design process, pro-active, progress oriented	
6	<b>Responsiveness</b> - Ease of contact, adaptability to change, time to respond	
7	<b>Communication</b> - Information, reports, completeness, clarity, accuracy, timeliness	
8	<b>Innovation</b> - Quality of design solutions, creative thinking, problem solving	
9	<b>Value for Money</b> - Delivered value for money and efficiency savings where applicable	
10	<b>Health &amp; Safety</b> - 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 4 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 4 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 4 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	