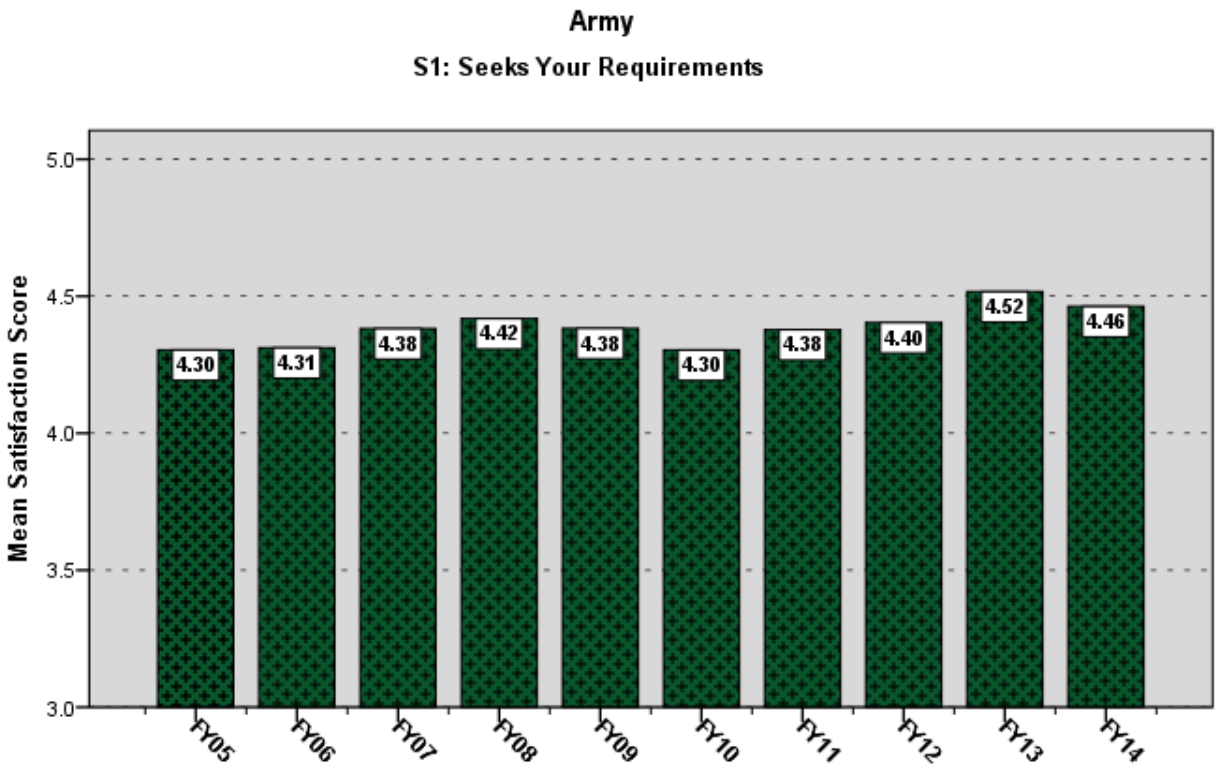
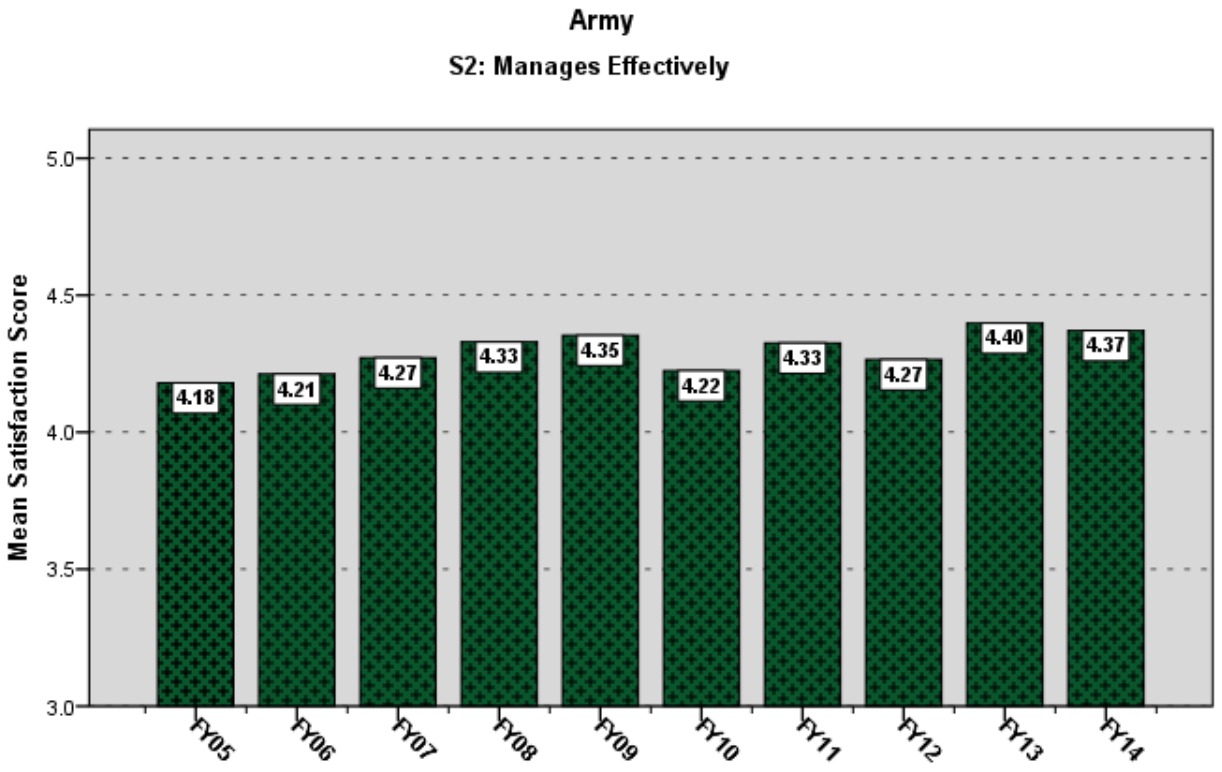
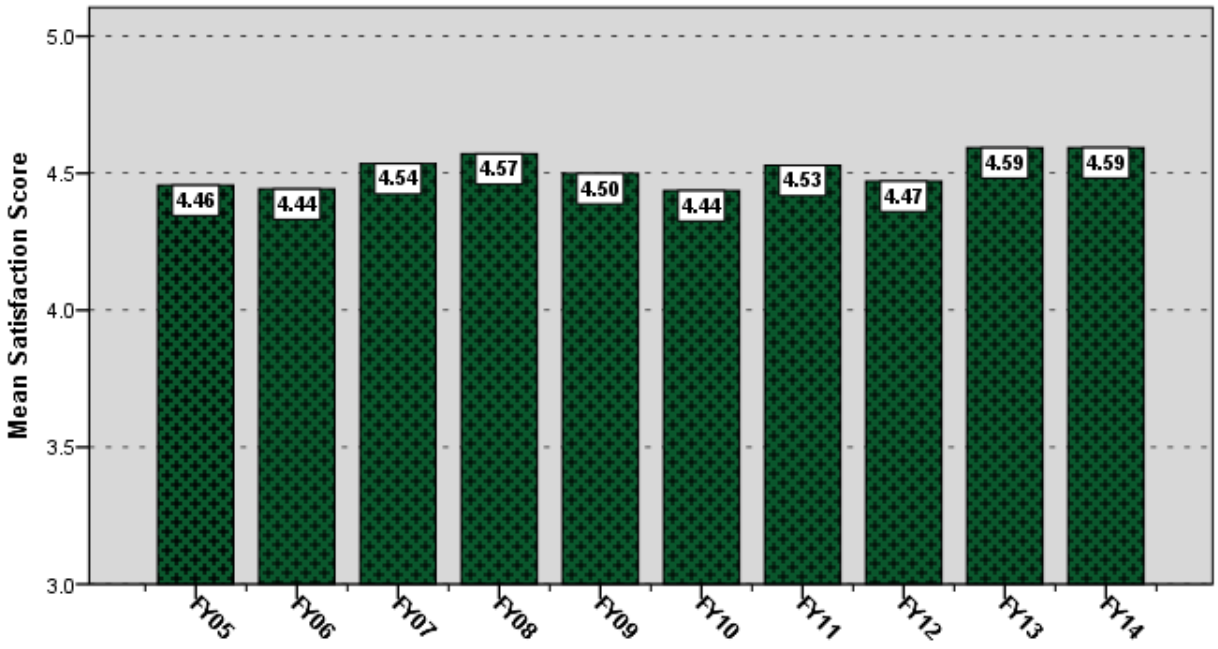
Army Trends FY05-14





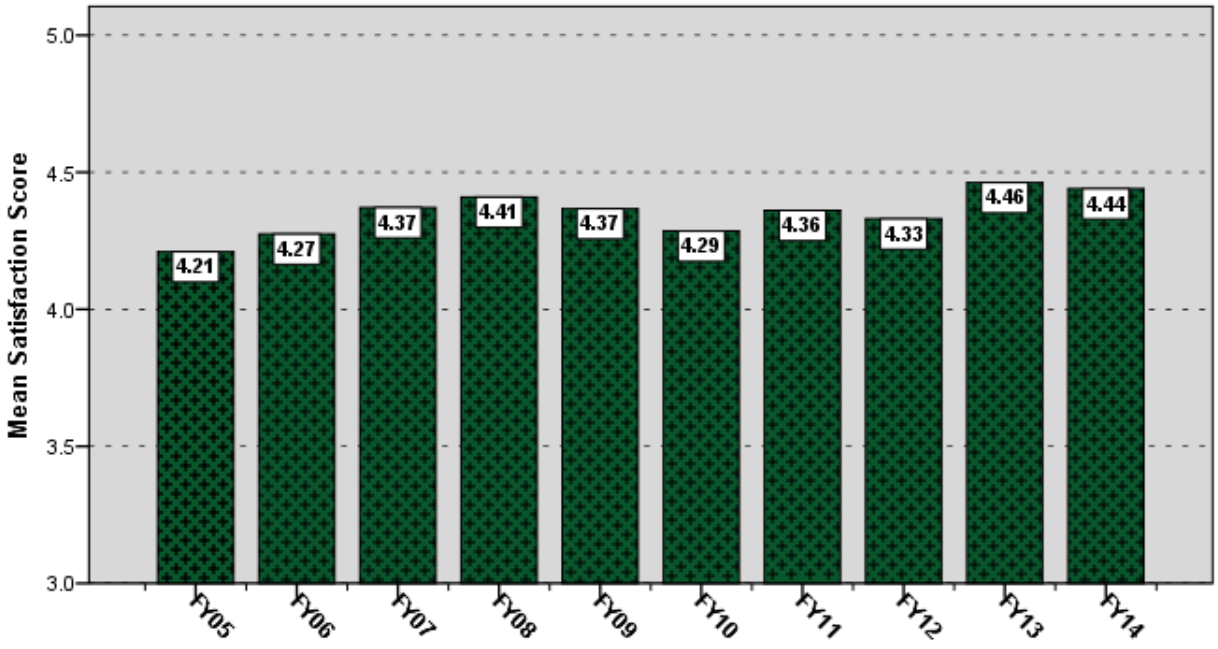
Army

S3: Treats You as a Team Member



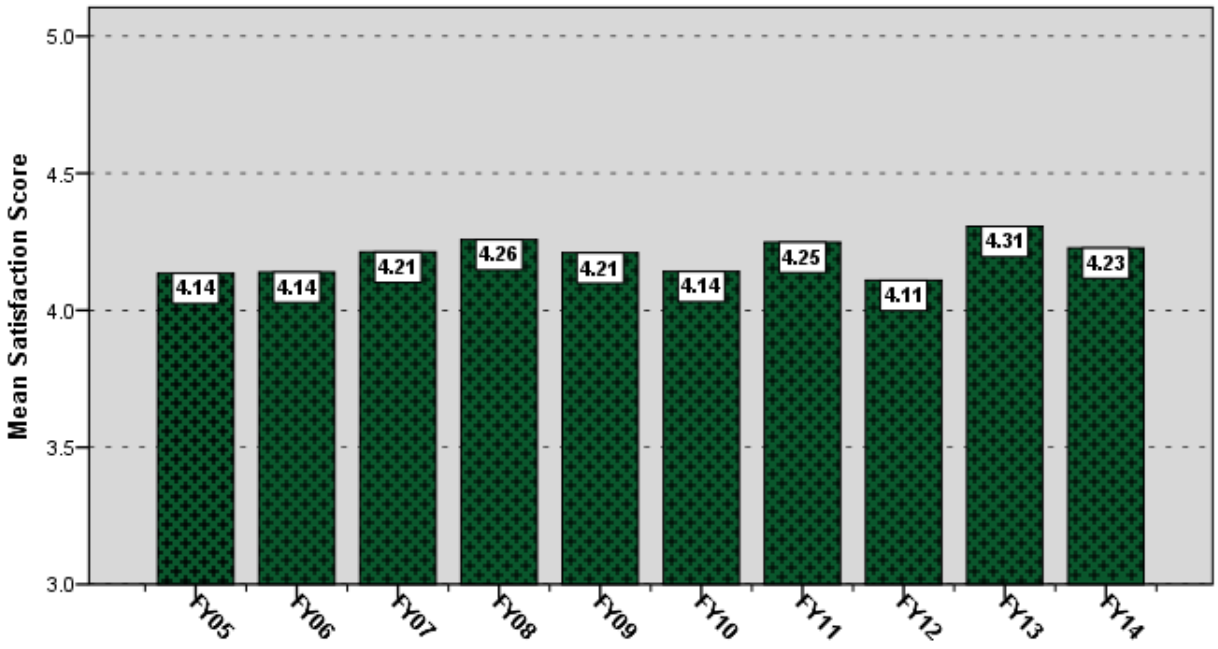
Army

S4: Resolves Your Concerns



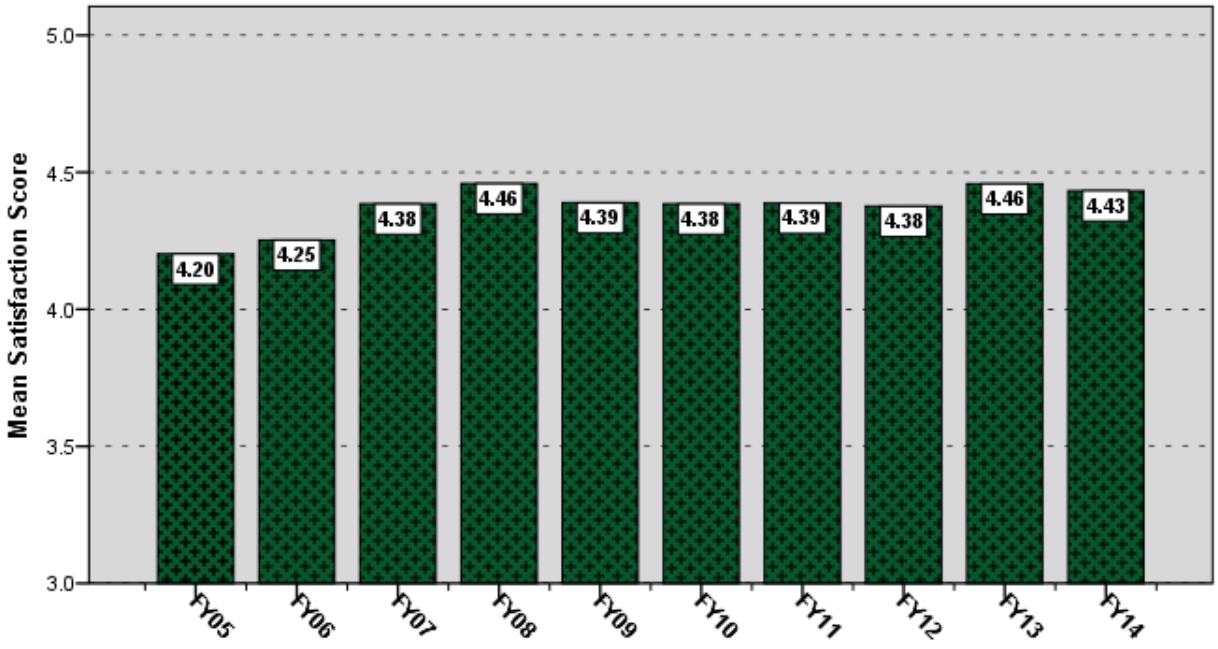
Army

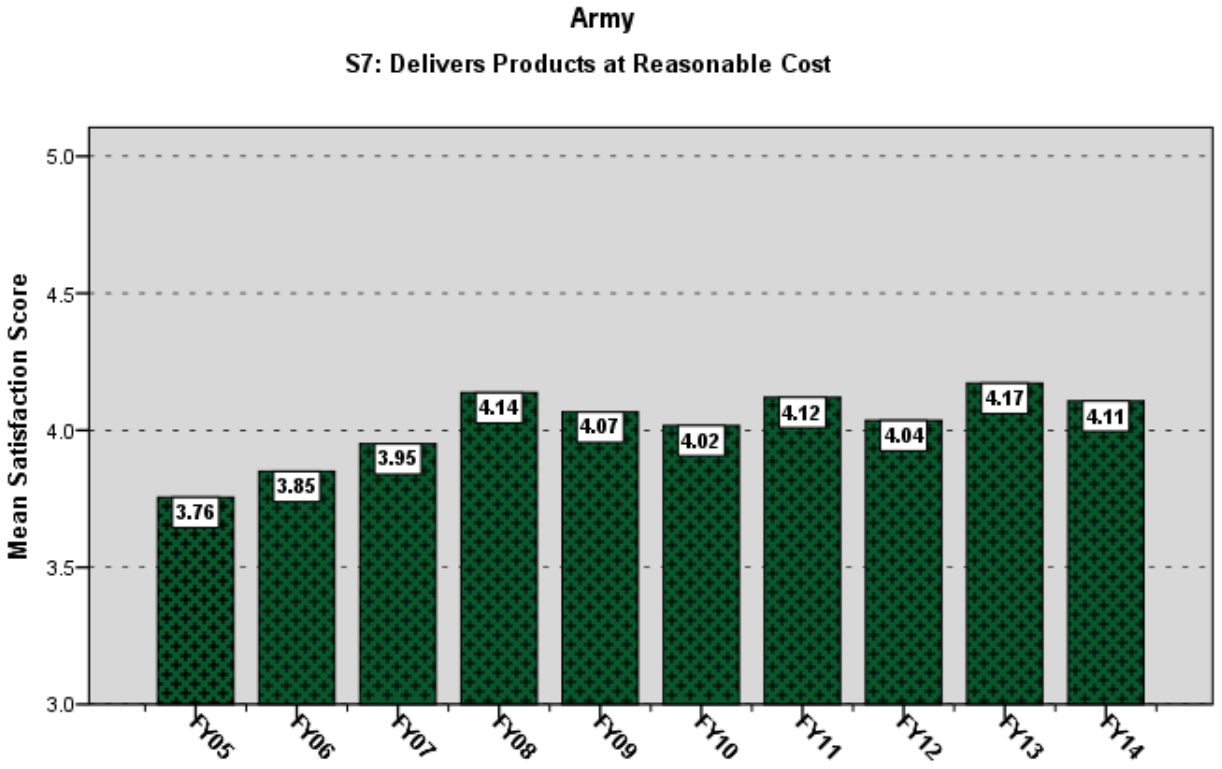
S5: Provides Timely Services

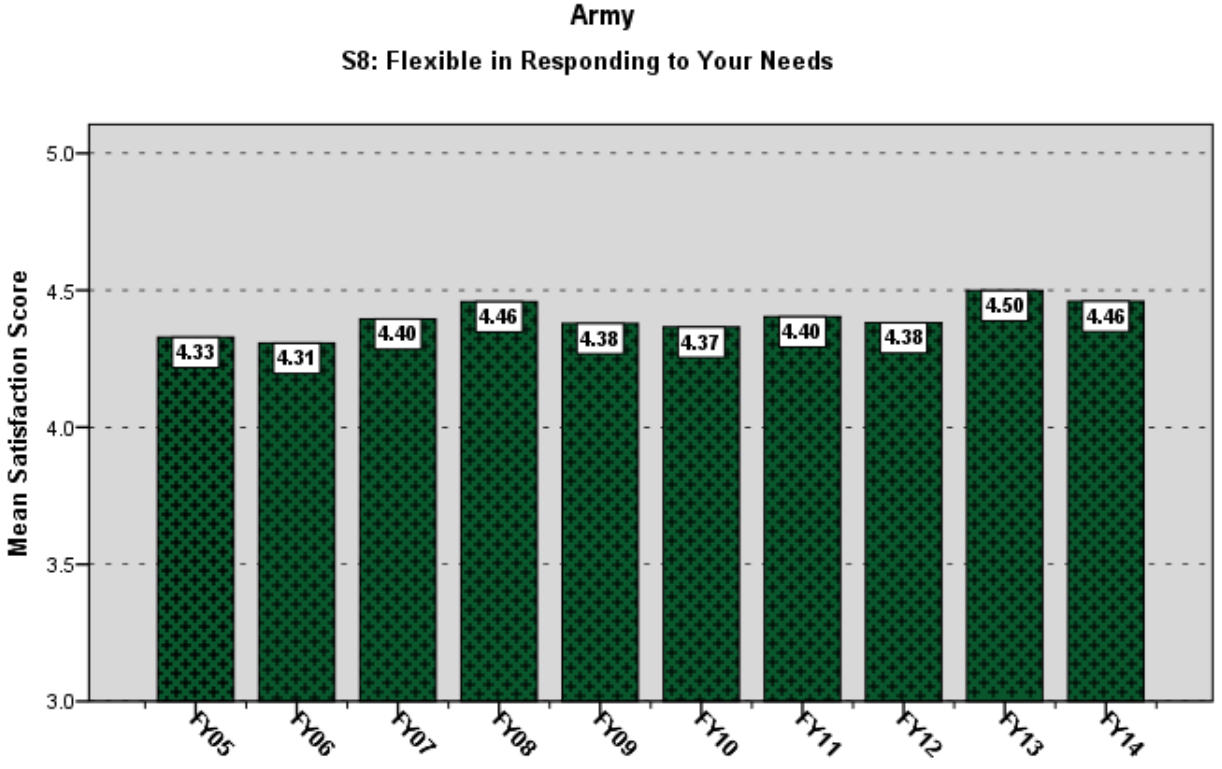


Army

S6: Delivers Quality Products

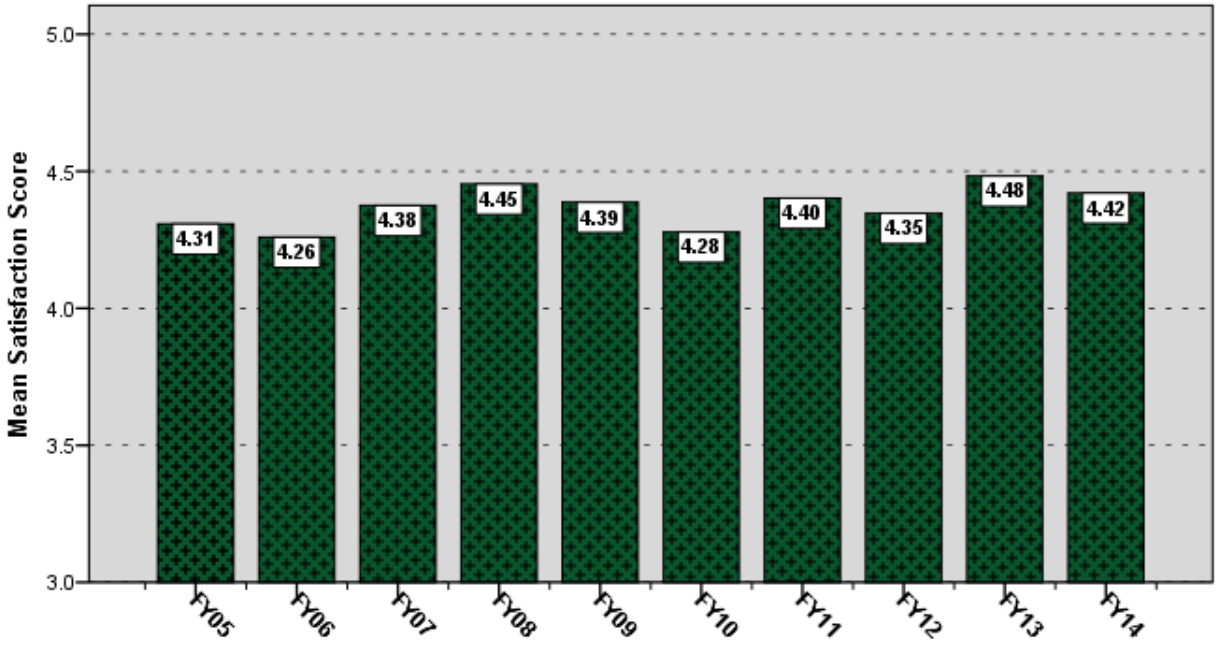



Army
S7: Delivers Products at Reasonable Cost
Mean Satisfaction Score
5.0
4.5
4.0
3.5
3.0
3.76
3.85
3.95
4.14
4.07
4.02
4.12
4.04
4.17
4.11
FY05
FY06
FY07
FY08
FY09
FY10
FY11
FY12
FY13
FY14


Army
S8: Flexible in Responding to Your Needs
Mean Satisfaction Score
5.0
4.5
4.0
3.5
3.0
4.33
4.31
4.40
4.46
4.38
4.37
4.40
4.38
4.50
4.46
FY05
FY06
FY07
FY08
FY09
FY10
FY11
FY12
FY13
FY14

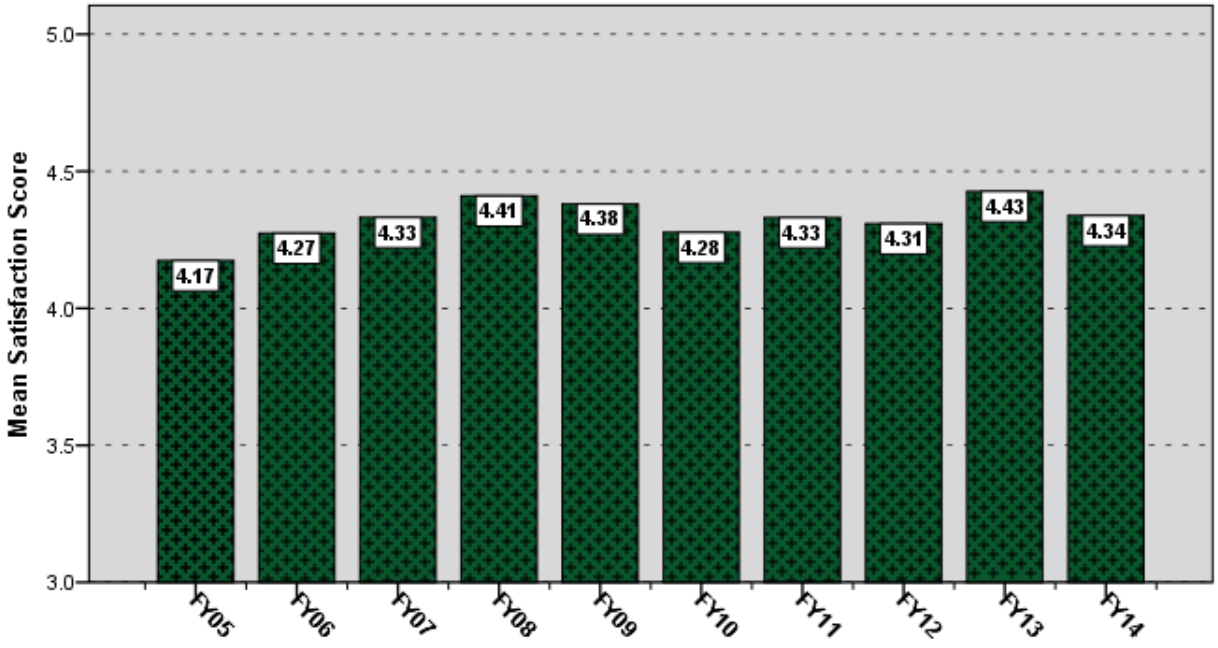
Army

S9: Keeps You Informed



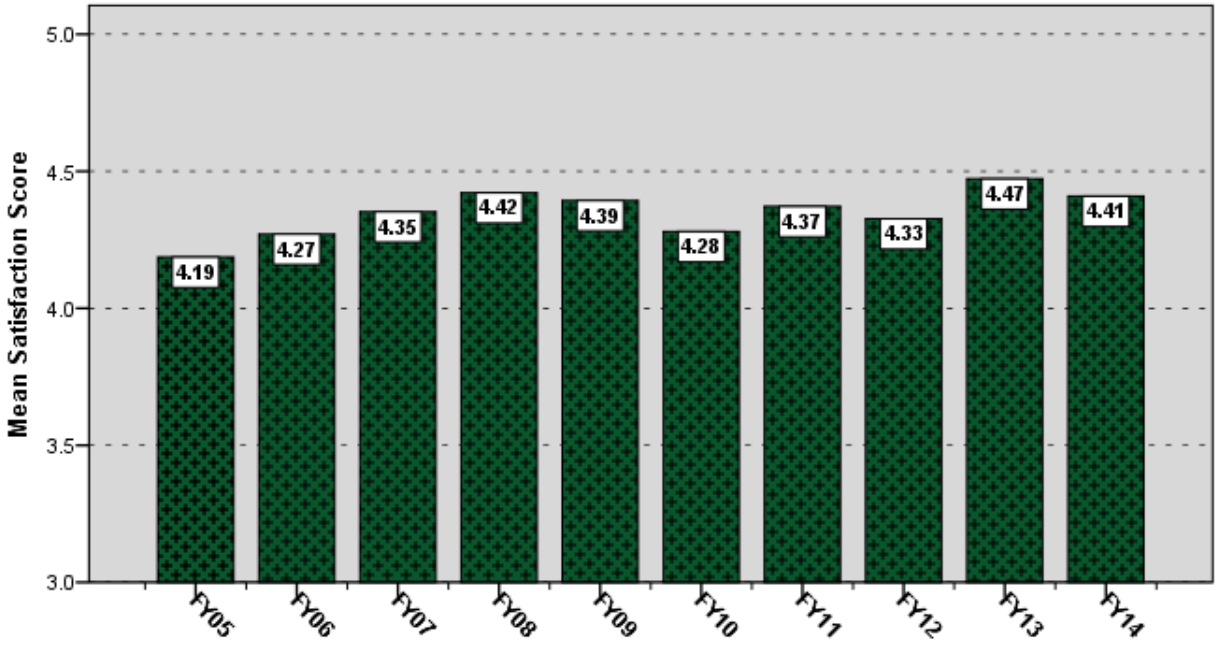
Army

S10: Your Choice in the Future



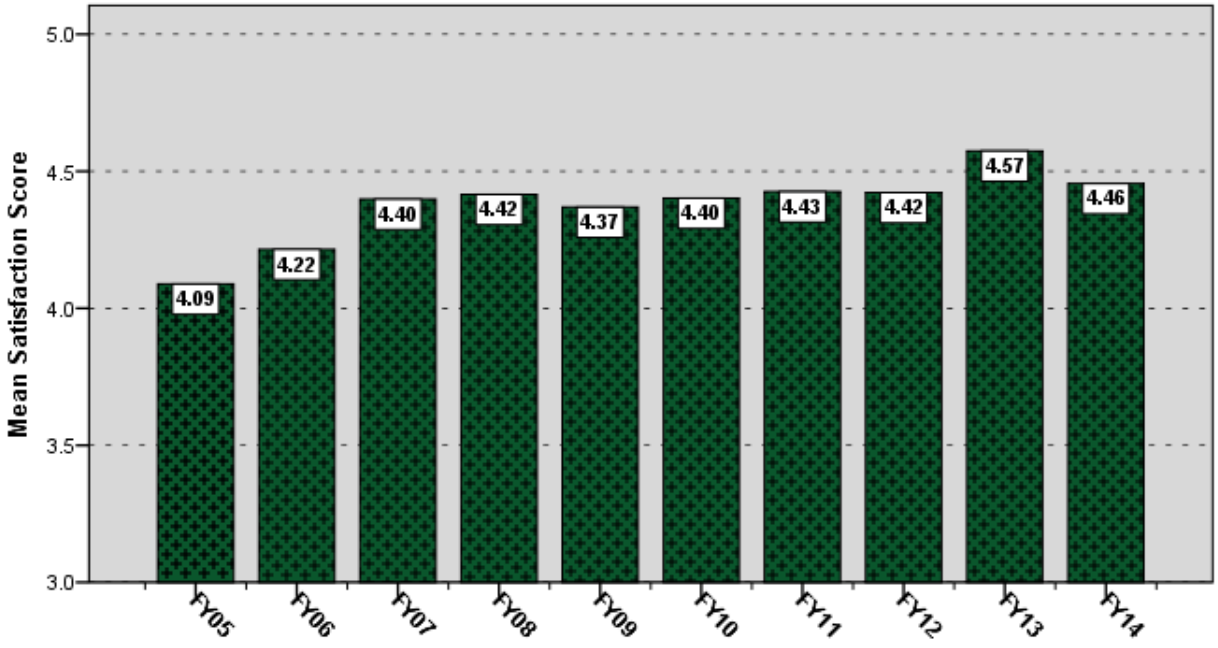
Army

S11: Your Overall Satisfaction



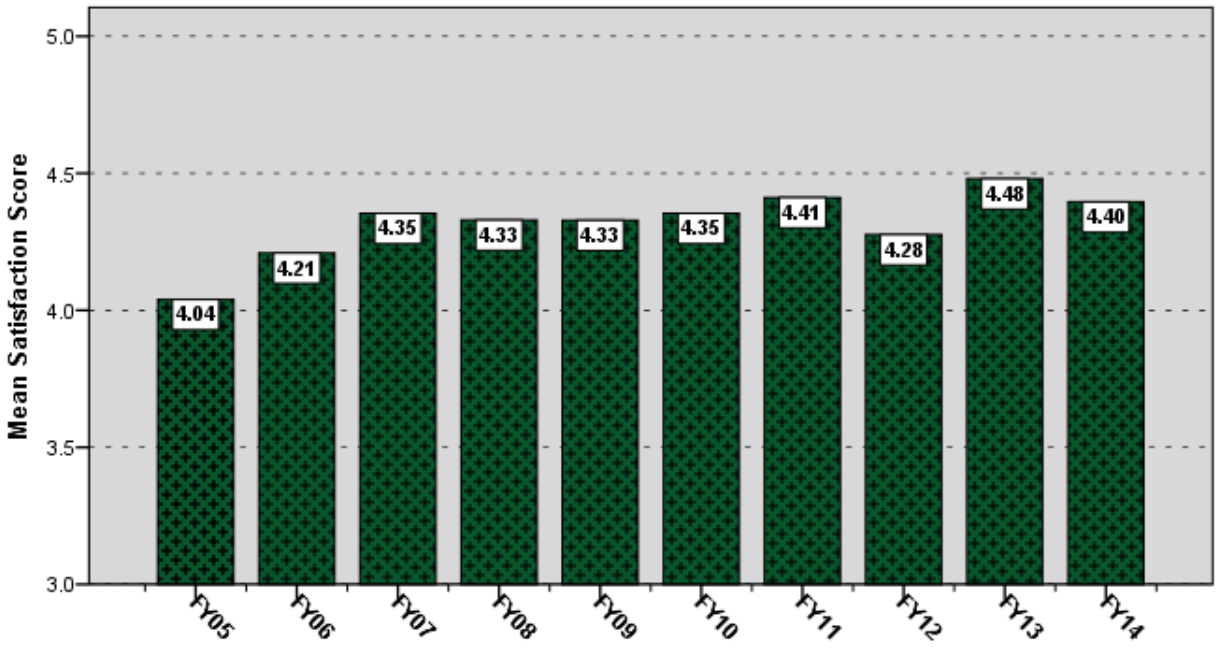
Army

S12: Planning (Charettes, Master...)



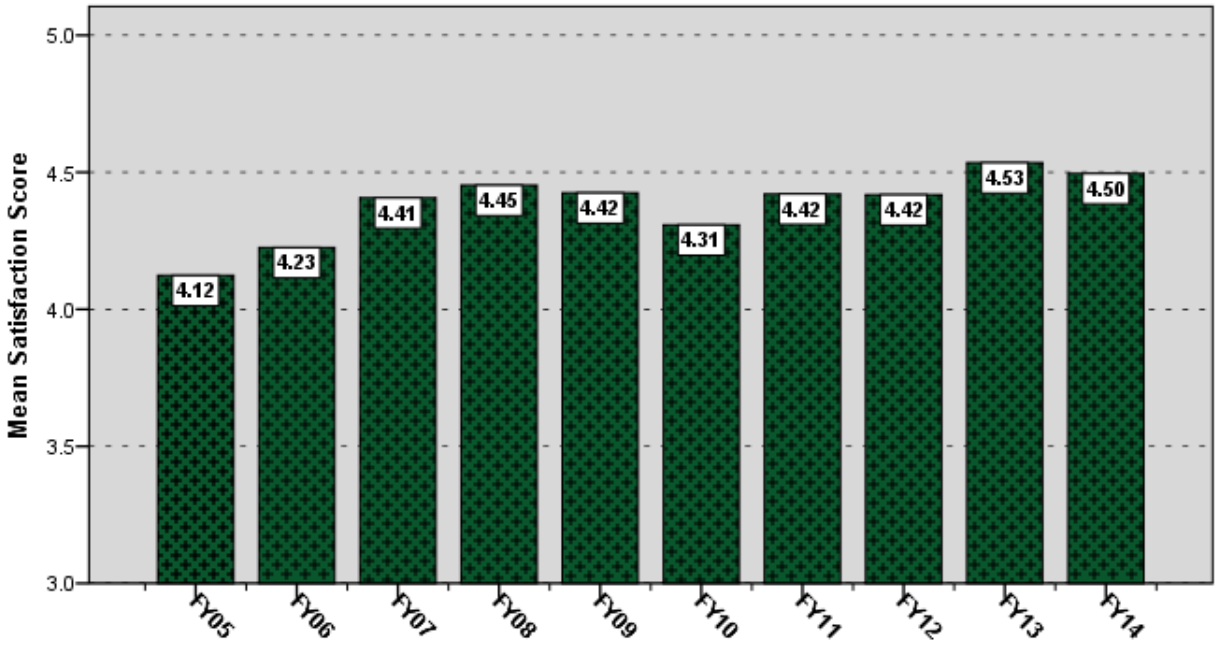
Army

S13: Investigations / Inspections (Non-Envir)



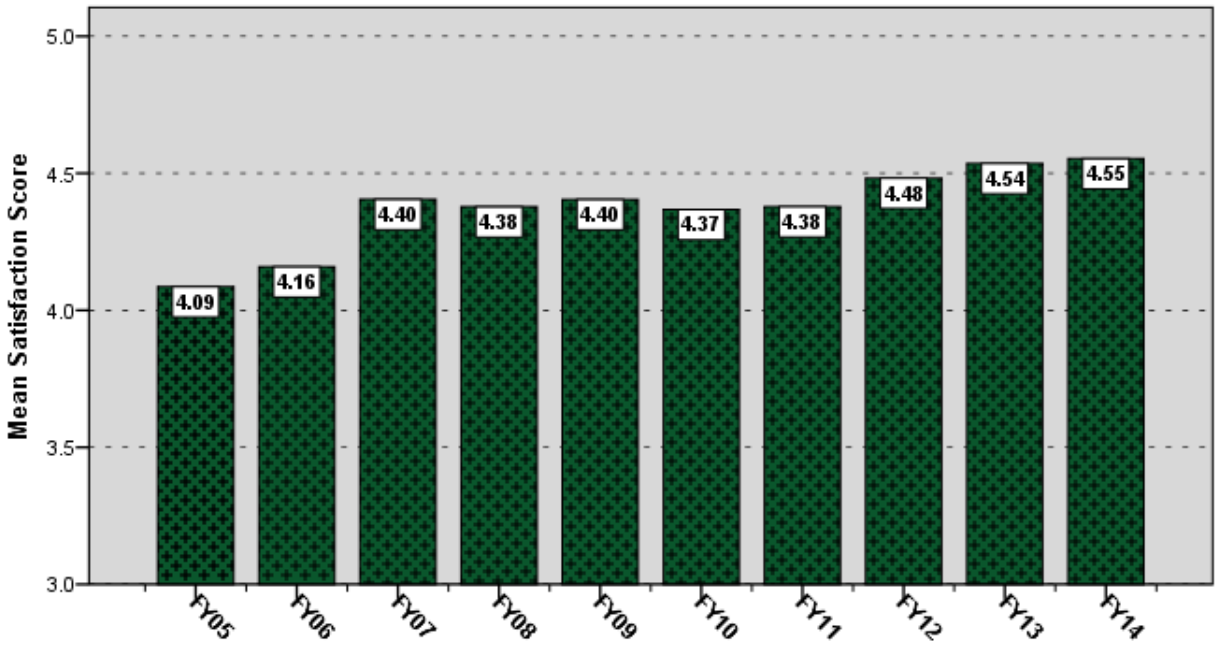
Army

S14: Environmental Studies



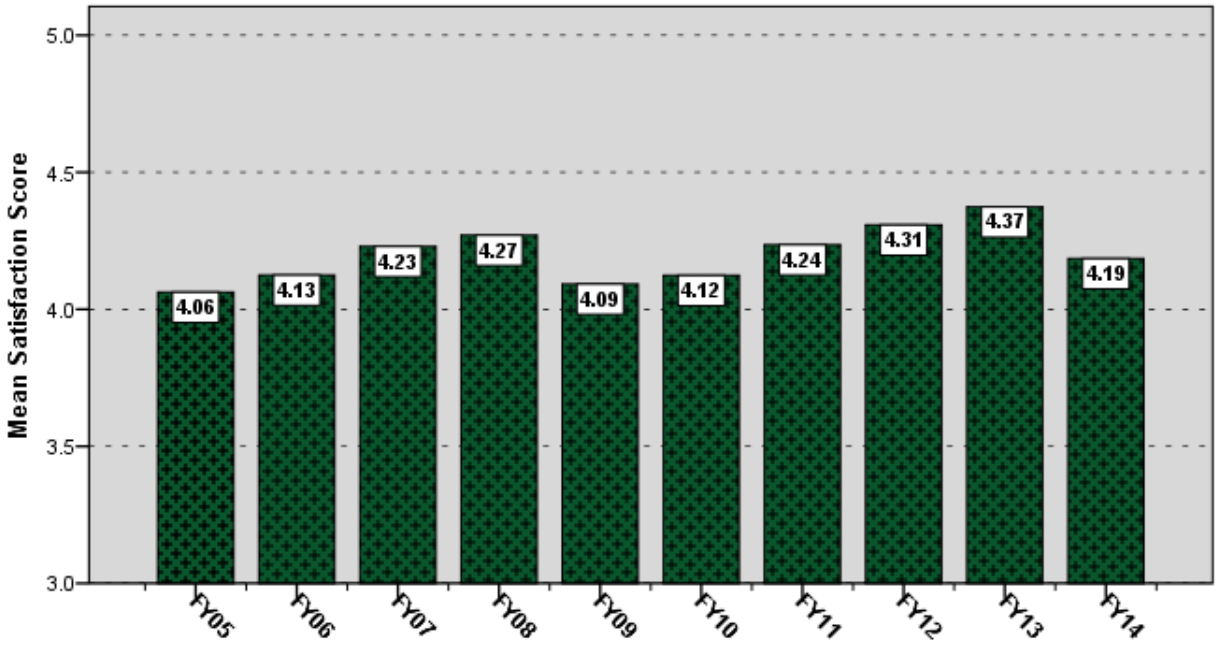
Army

S15: Environmental Compliance



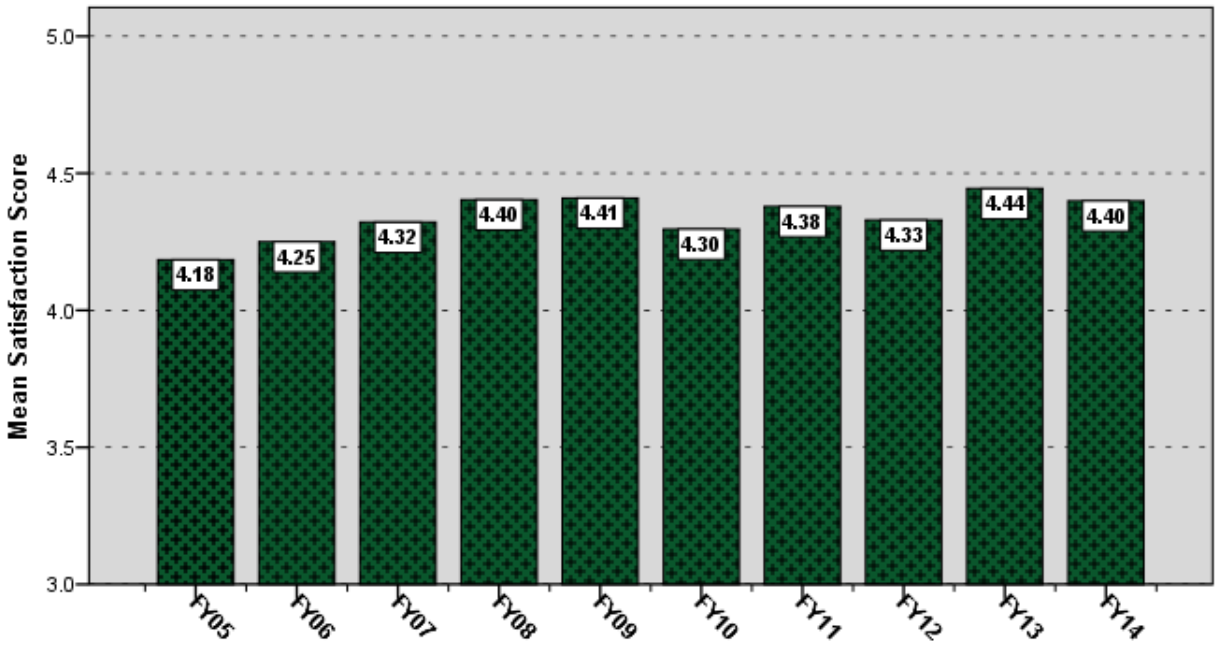
Army

S16: Real Estate Services



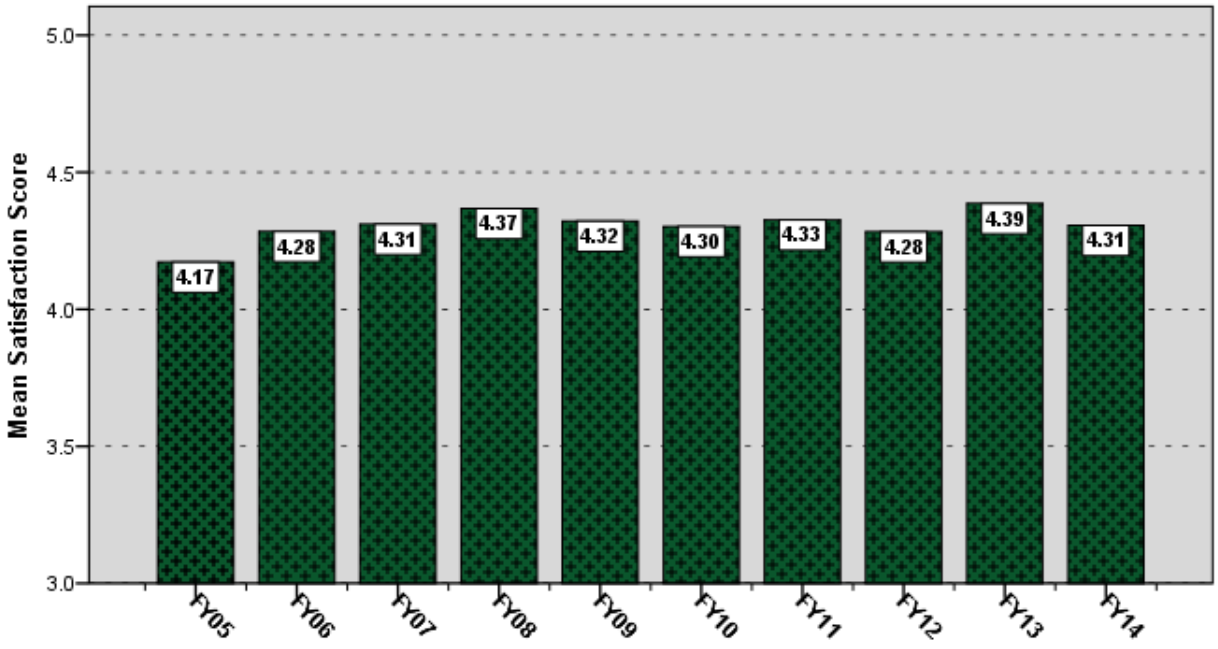
Army

S17: Project Management



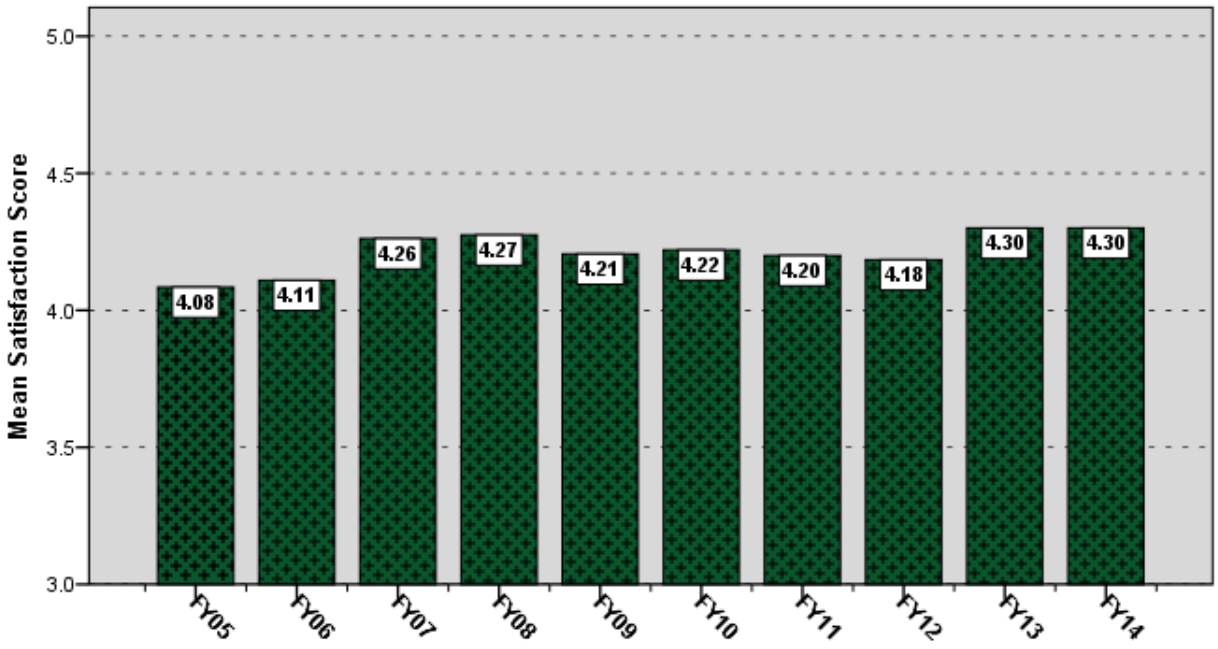
Army

S18: On-site Project Management



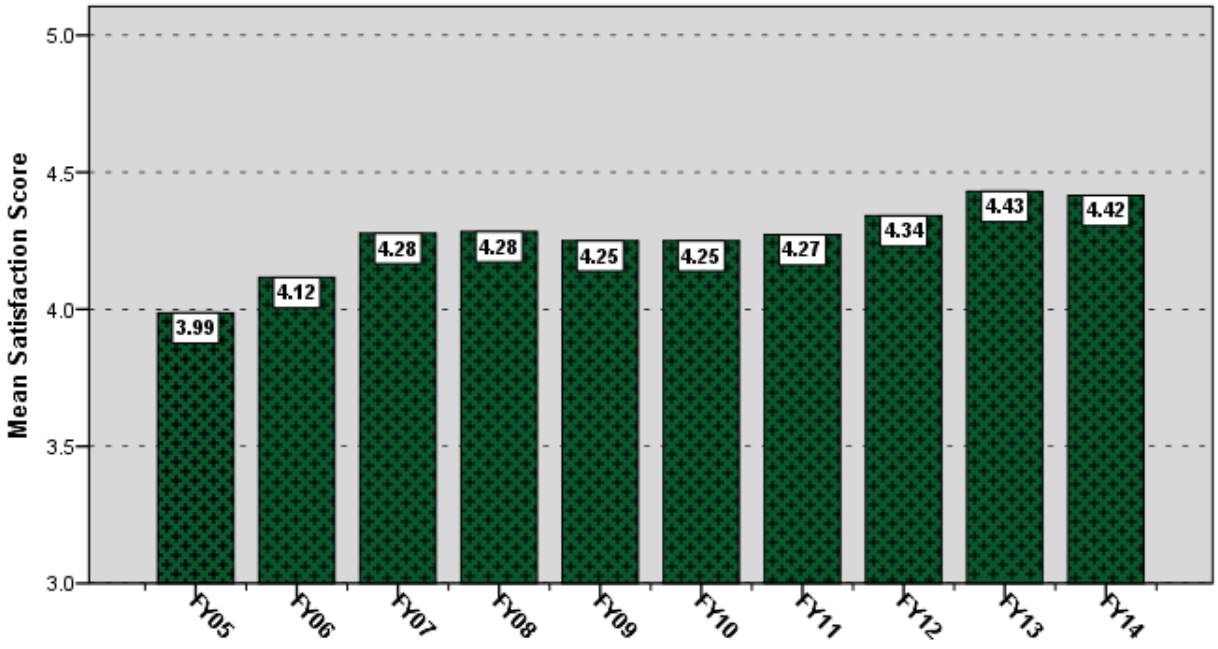
Army

S19: Project Documents (1354s, 1391s..)



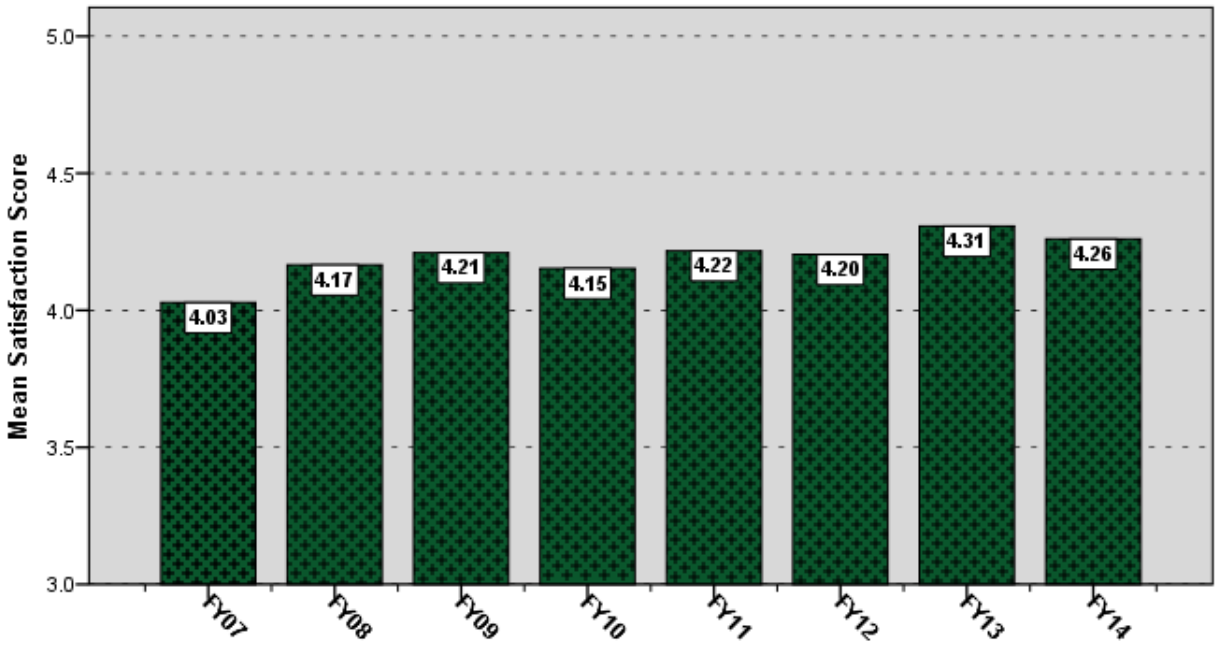
Army

S20: Funds Management



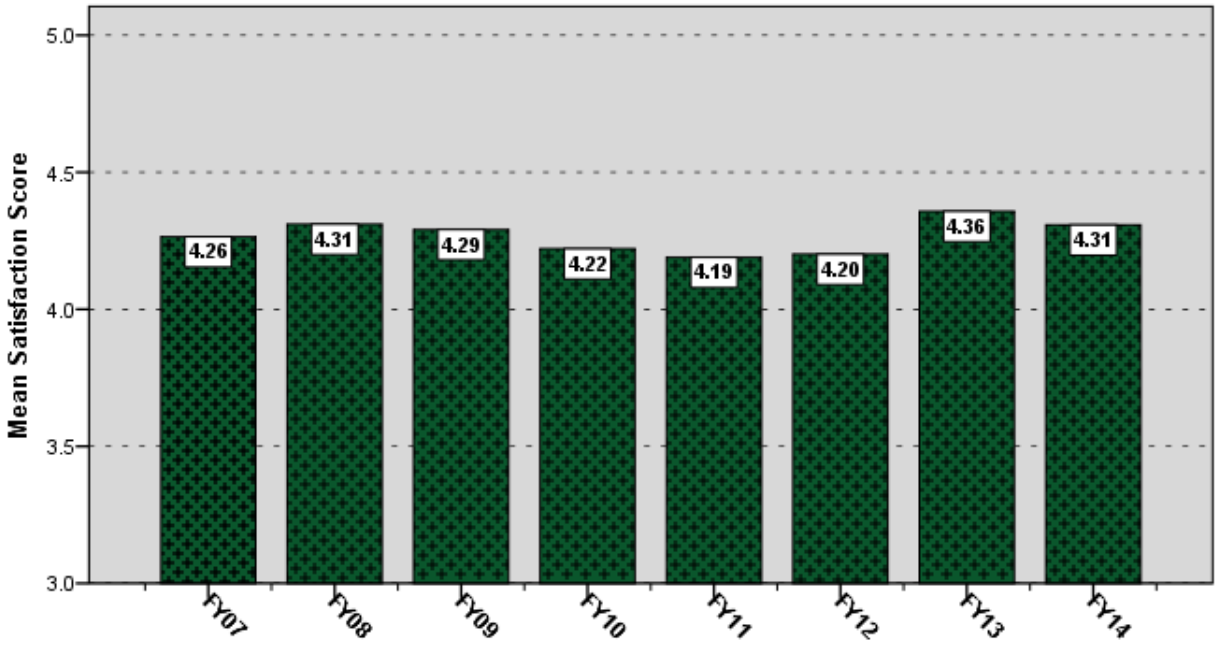
Army

S21: Cost Estimating



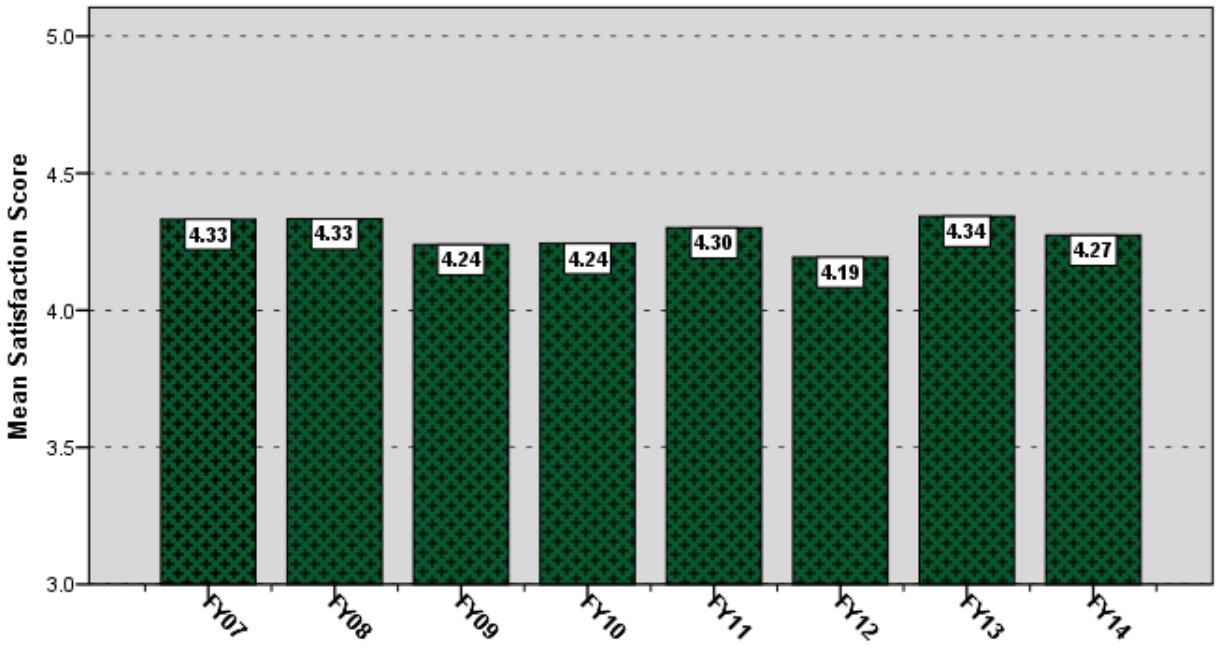
Army

S22: Change Management (Mods etc)



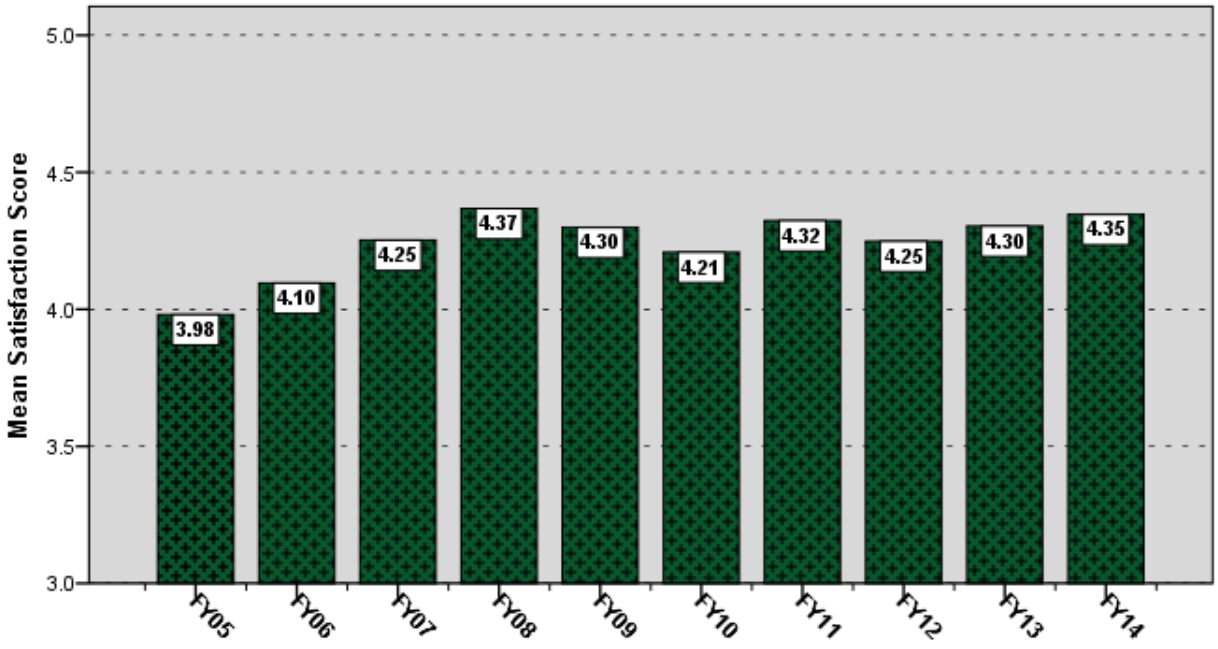
Army

S23: Contracting Services



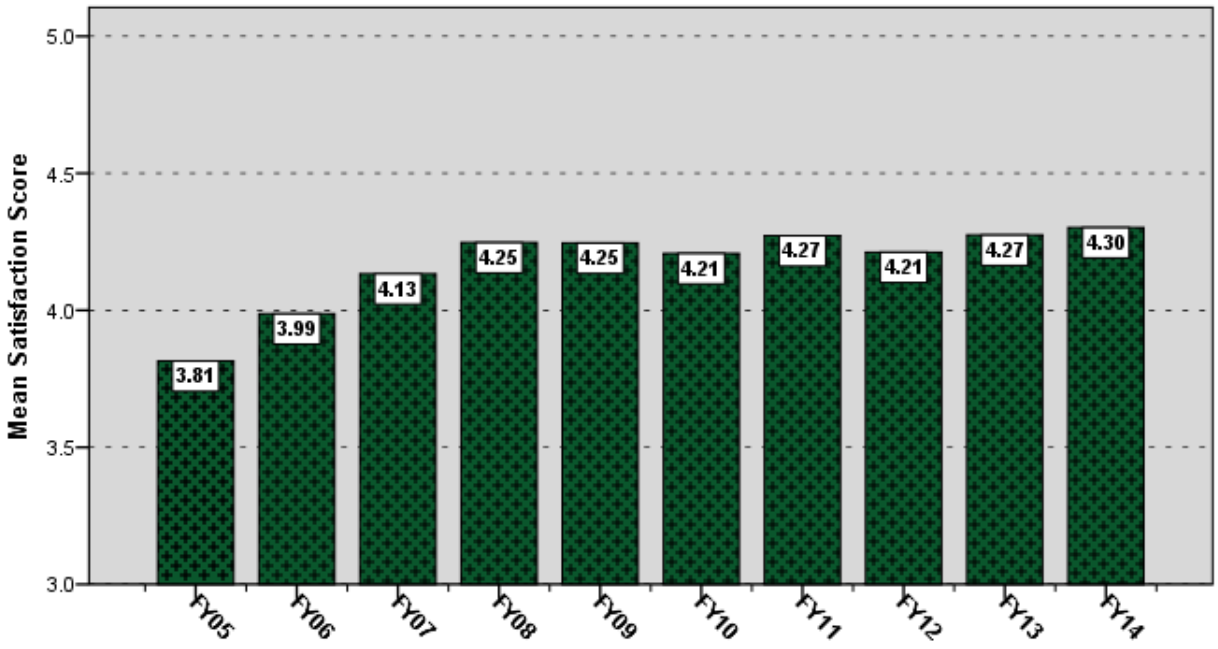
Army

S24: AE Services



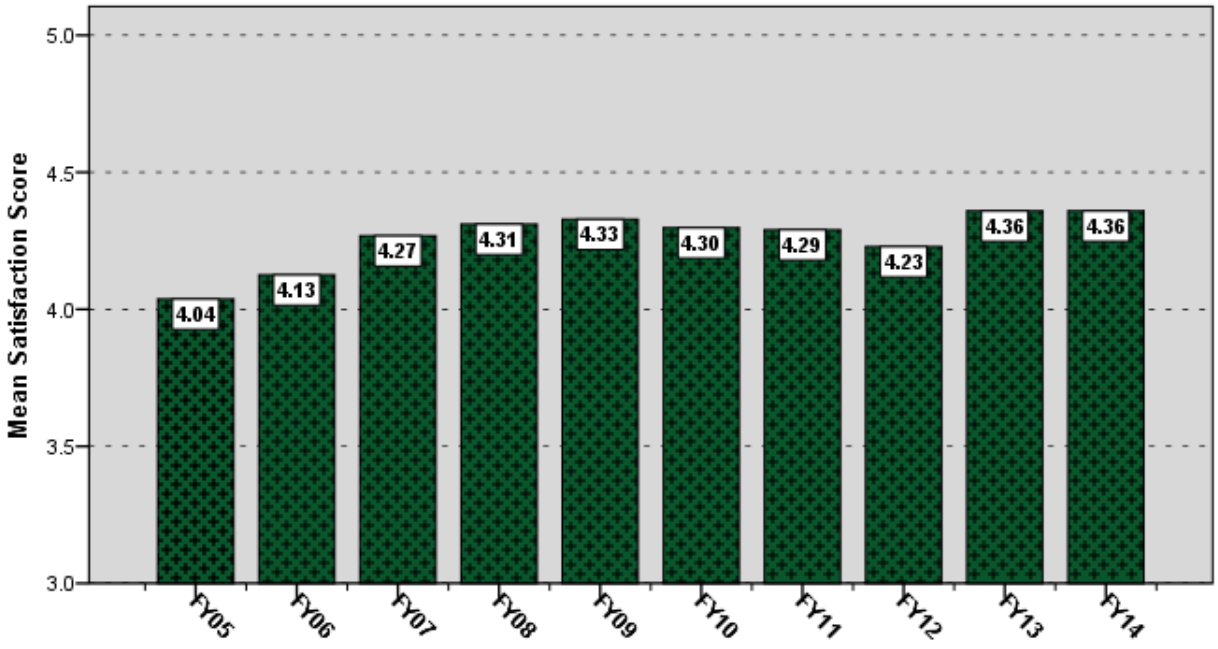
Army

S25: Engineering Design Quality



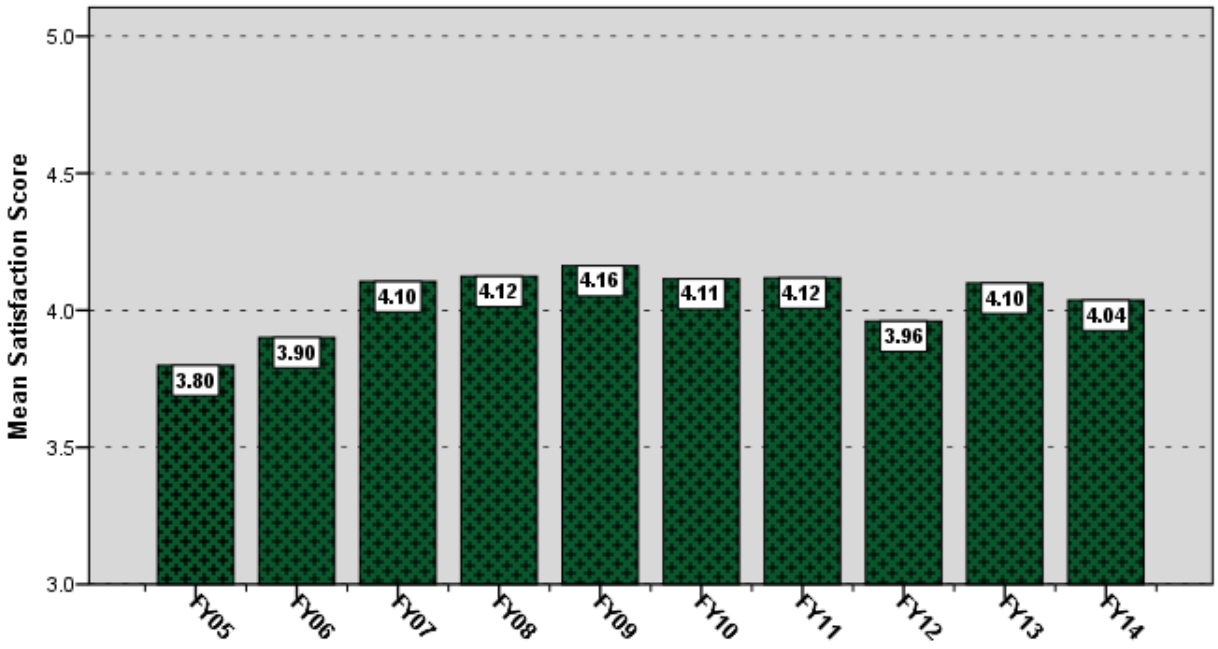
Army

S26: Construction Quality



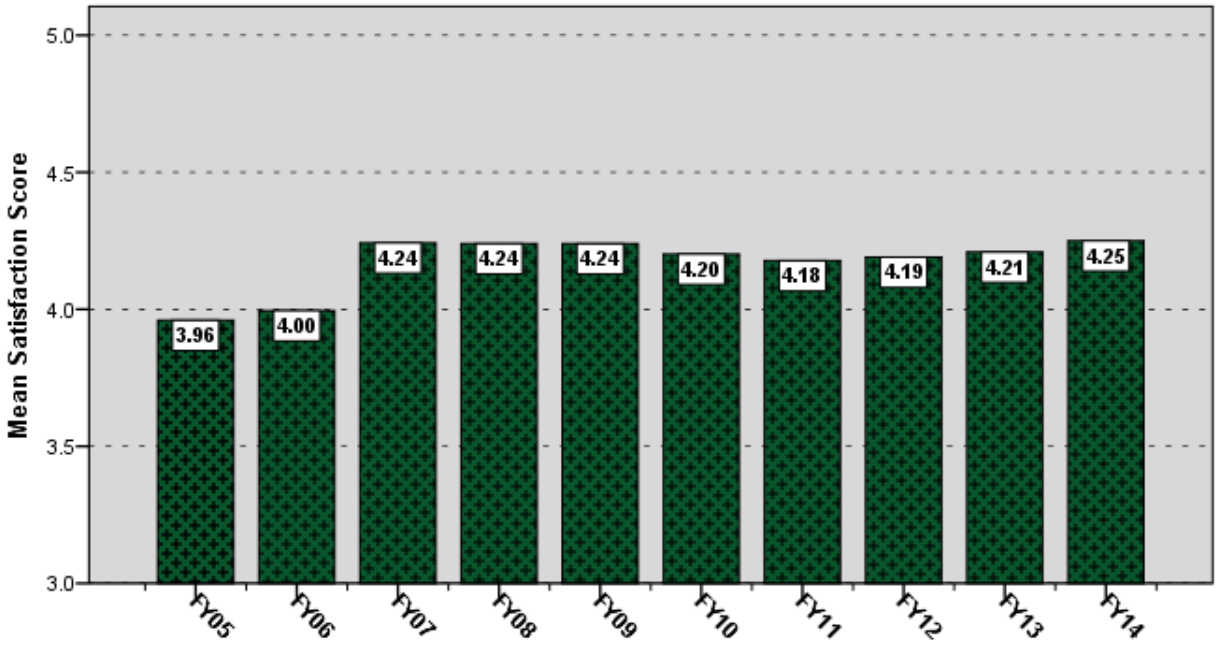
Army

S27: Timely Completion of Construction



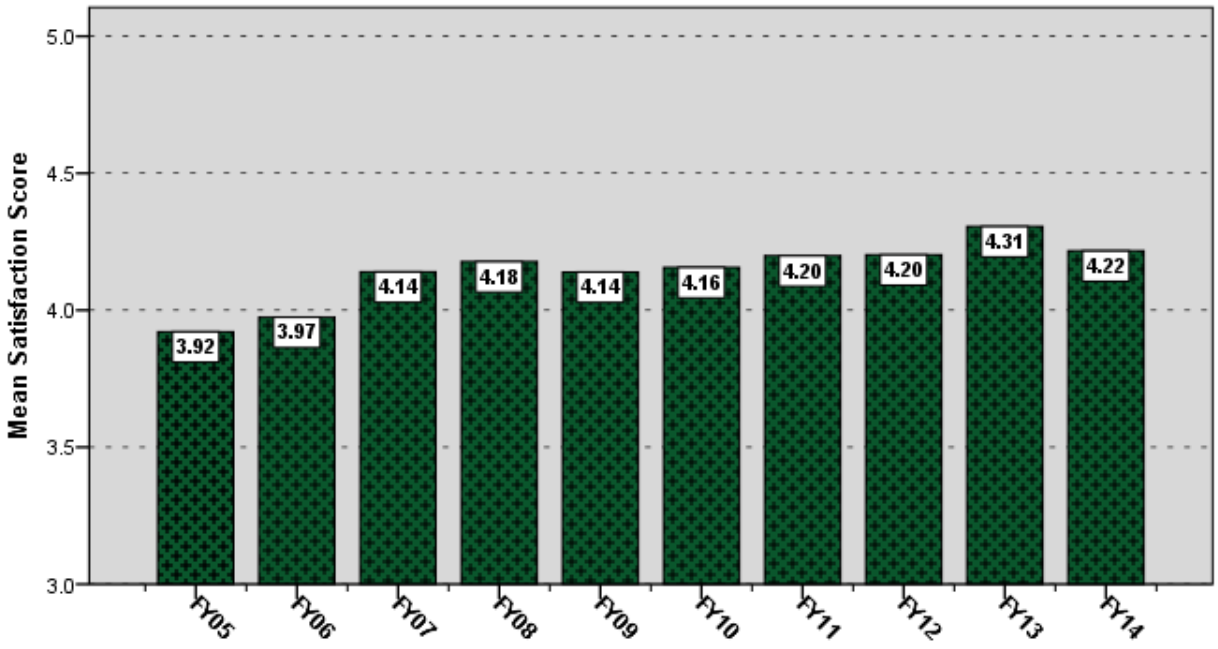
Army

S28: Construction Turnover



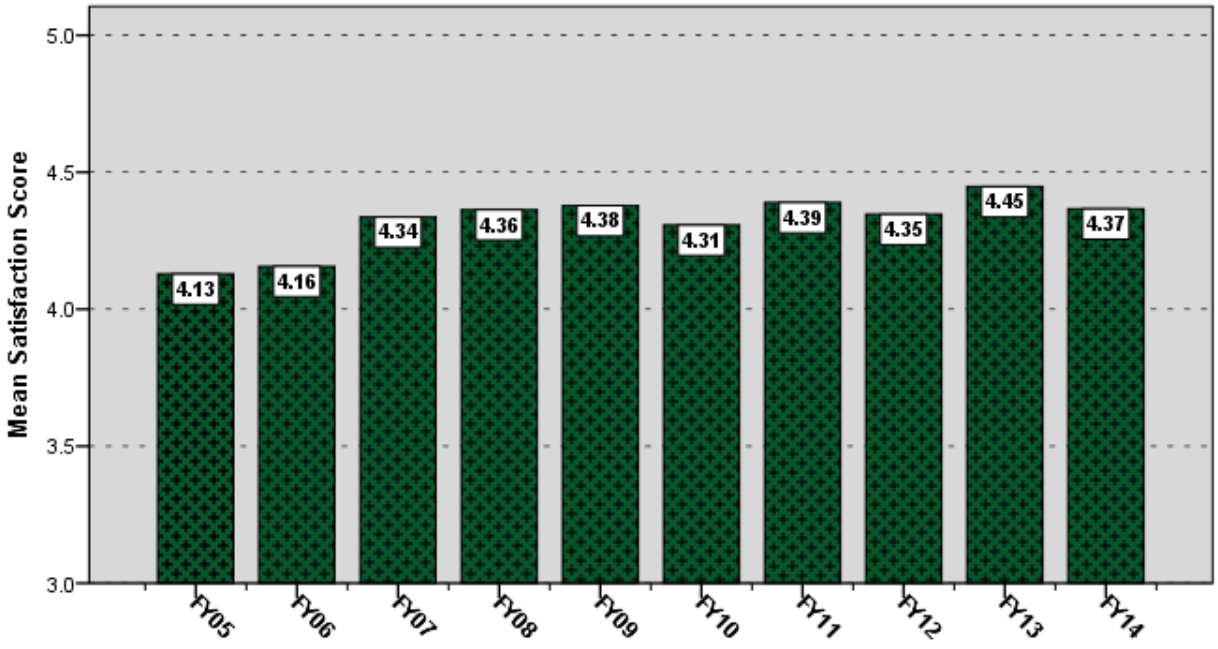
Army

S29: Contract Warranty Support



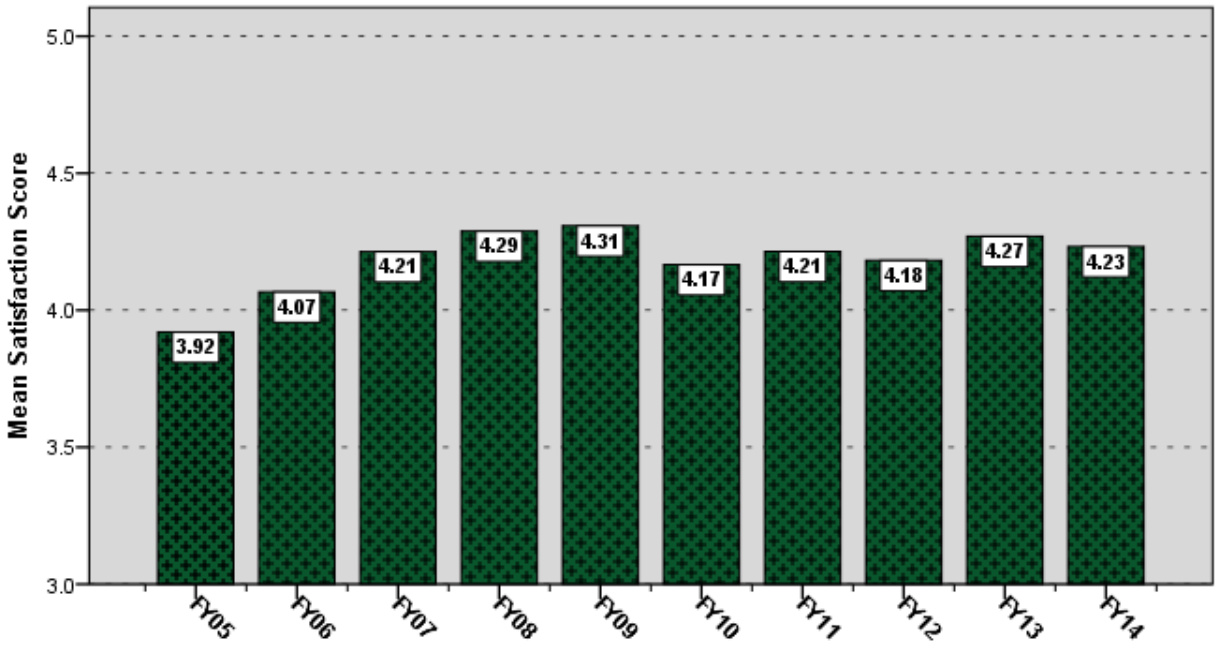
Army

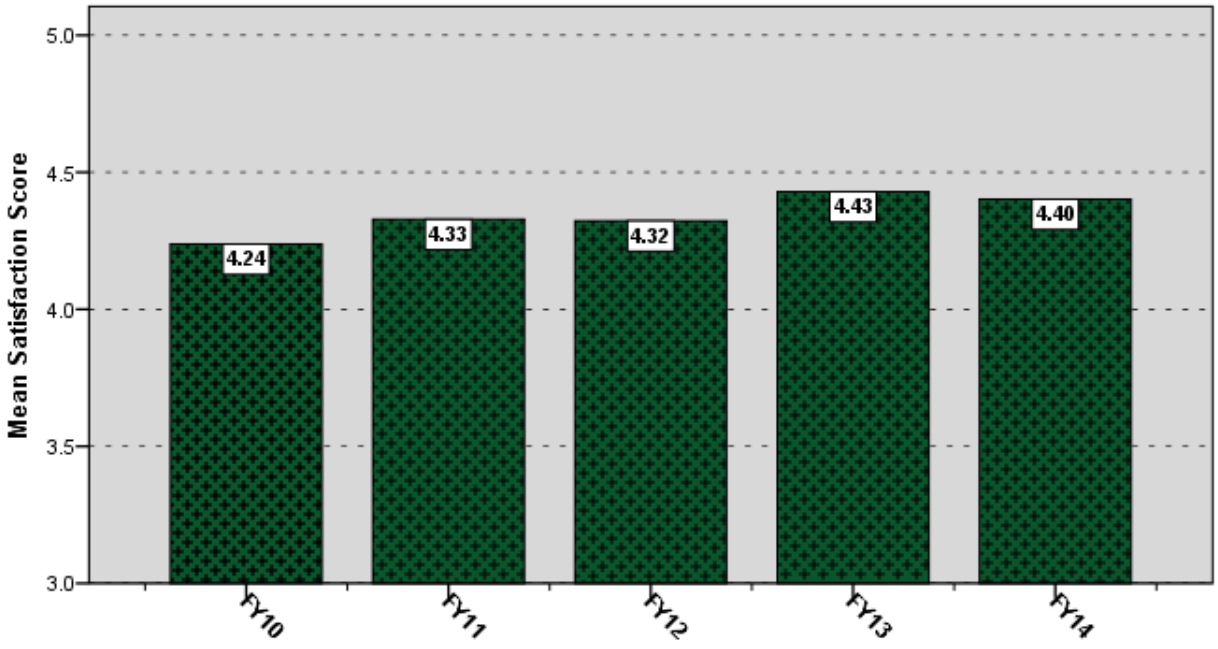
S30: End-User Satisfaction



Army

S31: Maintainability of Construction



Army

S32: Energy Conserv (LEED...)