

APPENDIX H

FORMS FOR INSTALLATION SUPPORT MANAGEMENT

Evaluation and Feedback Process. USACE policy regarding evaluation and feedback for Installation Support is summarized as follows:

a. USACE subordinate commands will annually ask installation engineers at each supported Army and Air Force installation to evaluate the quality, cost-effectiveness and timeliness of Installation Support services. A simple evaluation form, such as the sample included in this appendix (Figure H-1), will be used for this evaluation. The evaluation forms should be distributed to all supported installations simultaneously. The evaluation process should be accomplished during the first or second quarter of each fiscal year.

b. After the installation has completed the evaluation form and returned it to the district a detailed review of the responses will be conducted. This review will be conducted by supervisory personnel one organizational level above the Installation Support Coordinator and should consist of the following:

- (1) Evaluate submitted/completed forms for substance.
- (2) Contact installation engineers to acknowledge receipt of completed evaluation.
- (3) Identify any high or low ratings, or exceptionally positive or negative remarks.
- (4) Evaluate other routine comments.
- (5) Extract data to generate trends related to Installation Support service.
- (6) Evaluate trends to identify organizational strengths and weaknesses.

c. The analysis, along with completed evaluation forms, should be personally reviewed by the district commander and other appropriate management staff within the district. After this review, the following actions should occur:

- (1) Discuss comments with district project managers, construction managers, field offices, and other district personnel as appropriate.

(2) Contact or visit the installation engineer to confirm any exceptionally positive or negative comments.

(3) Take appropriate management action in the district to improve Installation Support services, and inform installation engineers of actions that will be taken.

d. The result of this survey will be forwarded by districts to their MSC for evaluation of general trends and satisfaction levels regarding Installation Support services being provided. The MSC-level analysis will be forwarded annually, as an executive summary to the district analysis, to HQUSACE, CEMP-CI, Washington D.C. 20314-1000 with a courtesy copy to CEHSC, CEHSC-FM, Fort Belvoir, VA 22060-5516.

e. The results of the annual evaluation will also serve as a basis for conferences or visits with key management personnel from the supported installation.

f. USACE subordinate commands may also develop a customer satisfaction survey form for individual projects or support actions. These forms should be used with discrimination, or as a random sample, since completing one for every project or action may create a burden on the installation engineer staff. A sample format for evaluation of individual projects/support actions (Figure H-2), and a sample format for "quick feedback" (Figure H-3) for more streamlined customer evaluations, are also included in this appendix.

Project Status Reporting. USACE subordinate commands should provide project status information to supported installations at least quarterly. For reimbursable funded projects, monthly status reporting may be more appropriate. Project status reports can be furnished to the installation through a variety of methods. Using Automated Management Progress Reporting System (AMPRS) or Project Management Information System (PROMIS) print-outs are methods which take advantage of an existing data base. Some districts use reports generated with a personal computer, or an information paper/fact sheet format, tailored to the installations needs. Regardless of which format is used, the district must coordinate with the installation to determine what data they deem important for reporting purposes. Sample status reporting formats are depicted at Figure H-4 through Figure H-6. These samples are simply guides, depicting typical items of interest to the installation.

Installation Support Request Form. A sample (blank) Installation Support Request format is at Figure H-7 of this appendix.

INSTALLATION SUPPORT EVALUATION				
FOR				
RATING OVERALL SUPPORT				
Dear Installation Engineer:				
Your comments and opinions are essential as we strive to improve Installation Support services to your installation. If any aspect of our service was particularly good or bad, please use the "REMARKS" and "ADDITIONAL COMMENTS" sections to highlight your evaluation.				
CORPS DISTRICT BEING EVALUATED : _____				
INSTALLATION : _____				
YOUR NAME/TITLE : _____				
PERIOD OF SERVICE BEING EVALUATED : FROM: _____ TO: _____				
RATING OF CORPS INSTALLATION SUPPORT SERVICES:				
KEY : PLEASE RATE EACH PRACTICE AND SERVICE LISTED BELOW.				
UTILIZE A RATING RANGE OF <u>5</u> FOR EXCELLENT AND <u>1</u> FOR POOR.				
PROVIDE A RATING IN EACH OF THE FOLLOWING CATEGORIES :				
Q - QUALITY C - COST EFFECTIVENESS T - TIMELINESS				
<u>DISTRICT PRACTICES :</u>				
RESPONSIVENESS	Q	C	T	REMARKS
COURTESY	_____	_____	_____	_____
COMMUNICATIONS	_____	_____	_____	_____
FACILITY USER SATISFACTION	_____	_____	_____	_____
<u>DISTRICT SERVICES :</u>				
A-E CONTRACTING / SELECTIONS	_____	_____	_____	_____
PROGRAMMING	_____	_____	_____	_____
PLANNING AND STUDIES	_____	_____	_____	_____
ENVIRONMENTAL / NATURAL RESOURCES	_____	_____	_____	_____
DESIGN AND REVIEW	_____	_____	_____	_____
CONTRACTING	_____	_____	_____	_____
CONSTRUCTION MANAGEMENT	_____	_____	_____	_____
CONSTRUCTION QUALITY	_____	_____	_____	_____
CONSTRUCTION CONTRACTORS	_____	_____	_____	_____
TURNOVER OF CONSTRUCTION	_____	_____	_____	_____
O & M OF CONSTRUCTED FACILITIES	_____	_____	_____	_____
WARRANTY PROGRAM	_____	_____	_____	_____
AREA/RESIDENT ENGINEER SUPPORT	_____	_____	_____	_____
TRAINING AND INTERN PROGRAM	_____	_____	_____	_____
AUTOMATION SUPPORT	_____	_____	_____	_____
FINANCIAL MANAGEMENT	_____	_____	_____	_____
REAL ESTATE	_____	_____	_____	_____
OFFICE OF COUNSEL	_____	_____	_____	_____
PUBLIC AFFAIRS	_____	_____	_____	_____
SAFETY AND OCCUPATIONAL HEALTH	_____	_____	_____	_____
CORPS CENTERS OF EXPERTISE	_____	_____	_____	_____
CORPS LABORATORIES	_____	_____	_____	_____
ADDITIONAL COMMENTS : _____				

Figure H-1. SAMPLE FORMAT-ANNUAL INSTALLATION SUPPORT EVALUATION

INSTALLATION SUPPORT EVALUATION				
FOR				
INDIVIDUAL SUPPORT ACTION				
Dear Installation Engineer:				
Your comments and opinions are essential as we strive to improve Installation Support services to your installation. If any aspect of our service was particularly good or bad, please use the "REMARKS" and "ADDITIONAL COMMENTS" sections to highlight your evaluation.				
TYPE OF SUPPORT ACTION : _____ PLANNING _____ DESIGN _____ STUDY				
_____ CONTRACTING _____ CONSTRUCTION _____ OTHER (DESCRIBE)				
PROJECT : _____				
PROJECT START DATE : _____		COMPLETION DATE : _____		
PROJECT COST : DESIGN: _____		CONSTRUCTION: _____		
OTHER (DESCRIBE) : _____				
INSTALLATION : _____				
YOUR NAME/TITLE : _____				
RATING OF CORPS INSTALLATION SUPPORT SERVICES:				
KEY : PLEASE RATE APPROPRIATE PROJECT ACTION LISTED BELOW.				
UTILIZE RATING RANGE OF 5 FOR EXCELLENT AND 1 FOR POOR.				
PROVIDE A RATING IN EACH OF THE FOLLOWING CATEGORIES :				
Q - QUALITY C - COST EFFECTIVENESS T - TIMELINESS				
	Q	C	T	REMARKS
RESPONSIVENESS	_____	_____	_____	_____
COURTESY	_____	_____	_____	_____
COMMUNICATIONS	_____	_____	_____	_____
PLANNING / PROJECT DEVELOPMENT	_____	_____	_____	_____
A-E CONTRACTING / SELECTIONS	_____	_____	_____	_____
ENVIRONMENTAL / NATURAL RESOURCES	_____	_____	_____	_____
USE OF PAST LESSONS LEARNED	_____	_____	_____	_____
CONTRACTING	_____	_____	_____	_____
CONSTRUCTION MANAGEMENT	_____	_____	_____	_____
CONSTRUCTION QUALITY	_____	_____	_____	_____
CONSTRUCTION CONTRACTORS	_____	_____	_____	_____
TURNOVER OF CONSTRUCTION	_____	_____	_____	_____
O & M OF CONSTRUCTED FACILITIES	_____	_____	_____	_____
WARRANTY PROGRAM	_____	_____	_____	_____
AREA/RESIDENT ENGINEER SUPPORT	_____	_____	_____	_____
TRAINING AND INTERN PROGRAM	_____	_____	_____	_____
AUTOMATION SUPPORT	_____	_____	_____	_____
FINANCIAL MANAGEMENT	_____	_____	_____	_____
REAL ESTATE	_____	_____	_____	_____
OFFICE OF COUNSEL	_____	_____	_____	_____
PUBLIC AFFAIRS	_____	_____	_____	_____
SAFETY AND OCCUPATIONAL HEALTH	_____	_____	_____	_____
CORPS CENTERS OF EXPERTISE	_____	_____	_____	_____
CORPS LABORATORIES	_____	_____	_____	_____
ADDITIONAL COMMENTS : _____				

Figure H-2. SAMPLE FORMAT-INDIVIDUAL INSTALLATION SUPPORT EVALUATION

INSTALLATION SUPPORT QUICK FEEDBACK EVALUATION						
Please help us maintain high standards of support for you by answering each of the following questions:						
1. Contract/Facility/Project/Support Action Title: _____						
2. Installation/Base: _____						
3. Project/Support Action Type: _____ Planning _____ Studies _____ Design _____ Contracting _____ Construction _____ Other (Describe Other): _____						
4. How would you rate the quality of service of district personnel at the time of:						
	EXCL	GOOD	AVG	FAIR	POOR	N/A
Initial response of district?	_____	_____	_____	_____	_____	_____
Scoping/determining work?	_____	_____	_____	_____	_____	_____
Explanation of scheduling requirements and changes?	_____	_____	_____	_____	_____	_____
Financial arrangements?	_____	_____	_____	_____	_____	_____
Planning and/or design?	_____	_____	_____	_____	_____	_____
Coordination of work with you?	_____	_____	_____	_____	_____	_____
Performance of contractor?	_____	_____	_____	_____	_____	_____
Resolution of problems?	_____	_____	_____	_____	_____	_____
Delivery on schedule?	_____	_____	_____	_____	_____	_____
Timely correction of deficiencies?	_____	_____	_____	_____	_____	_____
Delivery of transfer and as-built drawings?	_____	_____	_____	_____	_____	_____
Ensuring operability and maintainability?	_____	_____	_____	_____	_____	_____
Warranty support?	_____	_____	_____	_____	_____	_____
Additional comments, suggestions or questions: _____						

Figure H-3. SAMPLE FORMAT-QUICK FEEDBACK

PROJECT STATUS REPORT ENGINEERING SUPPORT SERVICES			
FY:		PROJECT TITLE:	
PROJECT NUMBER:		CONTRACT NUMBER:	
ACCOMPLISHED BY:			
CONTRACT COST:		TOTAL PROJECT COST:	
PROJECT MANAGER:		PHONE:	
SPECIFIC PROJECT MILESTONES:	ORIGINAL	CURRENT	ACTUAL
CRITERIA AND FUNDING RECEIVED			
PRE-NEGOTIATION CONFERENCE			
A-E NTP / STUDY START			
PRELIMINARY SUBMITTAL DUE			
PRELIMINARY REVIEW COMMENTS DUE			
PRELIMINARY REVIEW CONFERENCE			
FINAL SUBMITTAL DUE			
FINAL REVIEW COMMENTS DUE			
FINAL REVIEW CONFERENCE			
CORRECTED FINAL SUBMITTAL DUE			
CORRECTED FINAL TO INSTALLATION			
A-E PERFORMANCE EVALUATION COMPLETE			
PERCENT (%) COMPLETE TO DATE			
CURRENT PROBLEMS / ISSUES:			
ITEMS OF INTEREST:			

Figure H-4. SAMPLE FORMAT-ENGINEERING SERVICES STATUS REPORT

PROJECT STATUS REPORT DESIGN SERVICES			
FY:	PROJECT TITLE:		
PROJECT NUMBER:		CONTRACT NUMBER:	
DESIGNED BY:			
DESIGN COST:		PROGRAMMED AMOUNT:	
PROJECT MANAGER:		PHONE:	
SPECIFIC PROJECT MILESTONES:	ORIGINAL	CURRENT	ACTUAL
CRITERIA AND FUNDING RECEIVED	_____	_____	_____
PRE-NEGOTIATION CONFERENCE	_____	_____	_____
A-E NTP / DESIGN START	_____	_____	_____
PRELIMINARY (35%) DESIGN DUE	_____	_____	_____
PRELIMINARY REVIEW COMMENTS DUE	_____	_____	_____
PRELIMINARY REVIEW CONFERENCE	_____	_____	_____
FINAL DESIGN START	_____	_____	_____
FINAL DESIGN DUE	_____	_____	_____
FINAL REVIEW COMMENTS DUE	_____	_____	_____
FINAL REVIEW CONFERENCE	_____	_____	_____
CORRECTED FINAL DESIGN DUE	_____	_____	_____
BCO REVIEW COMPLETE / R.T.A.	_____	_____	_____
ADVERTISEMENT DATE	_____	_____	_____
BID OPENING DATE	_____	_____	_____
CONSTRUCTION CONTRACT AWARD DATE	_____	_____	_____
CONSTRUCTION PERFORMANCE PERIOD	_____	_____	_____
CONSTRUCTION START	_____	_____	_____
CONSTRUCTION COMPLETE	_____	_____	_____
A-E PERFORMANCE EVALUATION COMPLETE	_____	_____	_____
ESTIMATED CONSTRUCTION COST			
PERCENT (%) COMPLETE TO DATE			
CURRENT PROBLEMS / ISSUES:			
ITEMS OF INTEREST:			

Figure H-5. SAMPLE FORMAT-DESIGN SERVICES STATUS REPORT

PROJECT STATUS REPORT CONSTRUCTION SERVICES			
FY:		PROJECT TITLE:	
PROJECT NUMBER:		CONTRACT NUMBER:	
CONTRACTOR:			
AREA OFFICE:		POINT OF CONTACT:	
RESIDENT OFFICE:		POINT OF CONTACT:	
CONSTRUCTION MANAGER:		PHONE:	
SPECIFIC CONTRACT MILESTONES:	ORIGINAL	CURRENT	ACTUAL
CONTRACT AWARD DATE			
CONSTRUCTION CONTRACT AMOUNT			
CONTRACT DURATION (in Cal Days)			
ISSUE NOTICE TO PROCEED			
PRE-CONSTRUCTION CONFERENCE			
CONSTRUCTION START			
FINAL INSPECTION / ACCEPTANCE			
BENEFICIAL OCCUPANCY DATE			
O&M MANUALS AND TRAINING COMPLETE			
WARRANTY PERIOD EXPIRATION DATE			
PROCESS DD1354 / AS-BUILTS COMPLETE			
PERCENT (%) COMPLETE TO DATE			
CONSTR COST AS A % OF THE PROG AMT			
CURRENT PROBLEMS / ISSUES:			
ITEMS OF INTEREST:			

Figure H-6. SAMPLE FORMAT-CONSTRUCTION SERVICES STATUS REPORT

