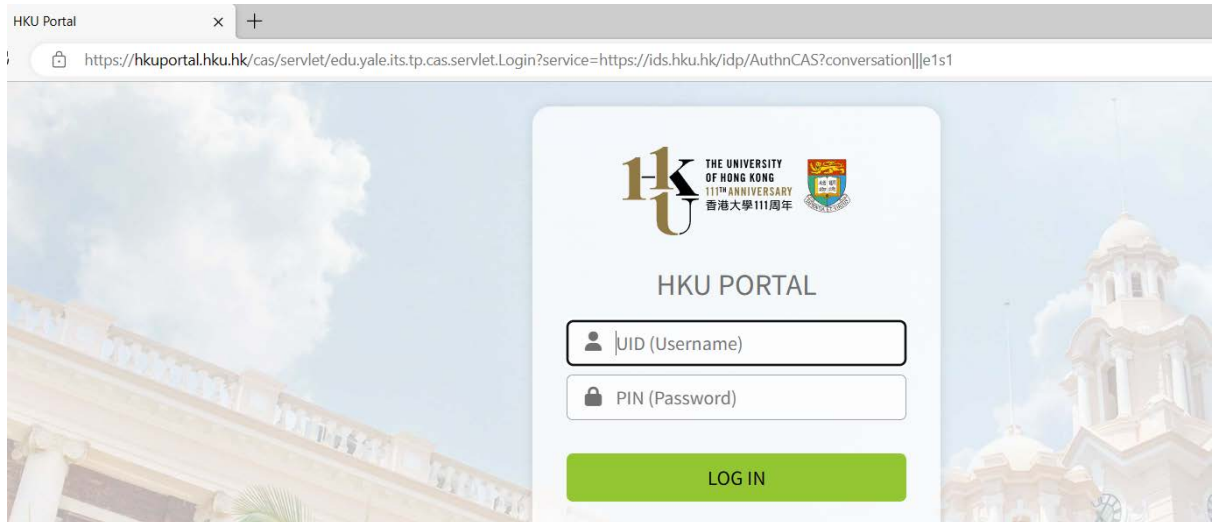


## **Project Satisfaction Report by End-user(s)**

Procedure for completing the report is as follows:

- 1) Upon project completion, Project-in-Charge (P-in-C) provides Contract and Cost Management Unit (CCMU) with the following information: Project Title, Name of Project-in-charge, Project Director's Email Address, Name of Consultant & Contractor firms, and Department User's Email Address(es).
- 2) CCMU inputs the project data into the Project Satisfaction Report based on the information provided by P-in-C in step 1) above.
- 3) The system generates an email inviting end-user(s) to complete the Project Satisfaction Report according to the input in step 2) above.
- 4) The completed report is then recorded in the system.
- 5) The system sends a summary of the report to Project Director via email.
- 6) CCMU receives an email notification for accessing the system to view the report.
- 7) An email notification is sent to Rowena Lee for follow-up for reports with a "poor" rating.

- 1) Upon project completion, Project-in-Charge (P-in-C) shall provide CCMU with relevant project information via email. Please refer to Appendix D for template of email.
- 2) Upon receipt of P-in-C's email, CCMU will input the project data into the Project Satisfaction Report Project Satisfaction Report by End-user(s) (Re-input Project Details by CCMU).





## Project Satisfaction Report by End-user(s) (Pre-input Project Details by CCMU)

\* Mandatory fields

\* 1. Project Title:

BAW Project at 18/F Kennedy Town Centre

\* 2. Project-in-Charge:

Chan Tai Man

\* 3. Project Director Email address:

@hku,hk

\* 4. Name of Consultant (input "NA" if not applicable):

CC Consultant Ltd.

\* 5. Name of Quantity Surveyor (input "NA" if not applicable):

QS Consultant Ltd.

\* 6. Name of Contractor:

AA Contractor Co Ltd.

\* 7. End-user(s)' Email address(es):

(You may add comma - "," or semi-colon - ";" as separator for additional emails  
e.g. abc@hku.hk ; def@hku.hk, xyz@hku.hk)

:@hku.hk





## Summary Review

**1. Project Title:**

BAW Project at 18/F Kennedy Town Centre

**2. Project-in-Charge:**

Chan Tai Man

**3. Project Director's Email address:**

| @hku,hk

**4. Name of Consultant (if any):**

CC Consultant Ltd.

**5. Name of Quantity Surveyor (if any):**

QS Consultant Ltd.

**6. Name of Contractor:**

AA Contractor Co Ltd.

**7. End-user(s)' Email address(es):**

@hku.hk

**\*\* Remarks:** To **SUBMIT**, please click on the **RIGHT** arrow.

To edit the project details, please click on the Left arrow.






Estates Office  
The University of Hong Kong

Request received, an email will be generated automatically to invite the end-user(s) to complete the report.

3.1) User will receive an email invitation to fill in the Project Satisfaction Report by End-user(s).

Project Satisfaction Report (by End-user(s))



eoreport@hku.hk <noreply@qemailserver.com>  
To 



Thu 1/2/2024 10:51 am

Dear Sir / Madam,

Upon the recent completion of the following Project, we wish to invite you to spare a few minutes to complete an online report on the performance of the project team.

Project: BAW Project at 18/F Kennedy Town Centre  
Project-in-charge: Chan Tai Man  
Consultant: CC Consultant Ltd.  
Quantity Surveyor: QS Consultant Ltd.  
Contractor: AA Contractor Co Ltd.

The information collected will be useful for our review of the project team and annual review of contractors' performance. Rest assured that your response will be handled with confidentiality.

Please click the link below to provide your feedbacks and comments which will help us to improve our management of any future projects and works:

[Project Satisfaction Report by End-user\(s\)](#)

Should you have any enquiries, please do not hesitate to contact Ms. Rowena Lee at 2816 8213.

Thank you very much.

Project Satisfaction Report System  
Estates Office

3.2) Users login HKU Portal to fill in the Project Satisfaction Report by End-user(s).

du.yale.its.tp.cas.servlet.Login?service=https://ids.hku.hk/idp/AuthnCAS?conversation|||e1s1

THE UNIVERSITY OF HONG KONG  
111<sup>TH</sup> ANNIVERSARY  
香港大學111周年

HKU PORTAL

UID (Username)

PIN (Password)

LOG IN

Forgot your PIN?



## Project Satisfaction Report by End-user(s)

**Project:**

**BAW Project at 18/F Kennedy Town Centre**

**Project-in-Charge:**

**Chan Tai Man**

**Name of Consultant (if any):**

**CC Consultant Ltd.**

**Name of Quantity Surveyor (if any):**

**QS Consultant Ltd.**

**Name of Contractor:**

**AA Contractor Co Ltd.**

\* Mandatory Fields

\* 1. Your Department:

\* 2. Your Name:

\* 3. Your Contact Tel. No.







## Part I: Performance Evaluation for Estates Office

Name of Project-in-Charge: Chan Tai Man

\* Quality of services / works provided by Estates Office:

|   | Exceeding expectation            | Acceptable                       | Marginally acceptable            | Poor #                           |
|---|----------------------------------|----------------------------------|----------------------------------|----------------------------------|
| <b>1. Overall Responsiveness:</b><br>Was the overall response dealt with quickly and to your satisfaction?            | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            |
| <b>2. Project Planning:</b><br>Were you satisfied with the planning and consultation process?                         | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/>            |
| <b>3. Communications:</b><br>Did the project team communicate with you well?  | <input type="radio"/>            | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>            |
| <b>4. Problem Solving:</b><br>Were any problems dealt with to your satisfaction?                                      | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input checked="" type="radio"/> |
| <b>5. Project Control:</b><br>Were the issues of cost control and project scheduling dealt with to your satisfaction? | <input type="radio"/>            | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>            |
| <b>6. Proactiveness:</b><br>Did the project team take a proactive approach during the project?                        | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/>            |
| <b>7. Overall Performance:</b><br>Were you satisfied with the service on this project?                                | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            |

8. Other Comments (Project-in-Charge)

asdfg

# Technical Manager (Ms. Rowena Lee) will follow up with the End-user within one month of receiving the report.





## Part IIA: Performance Evaluation for the Consultant

Name of Consultant: CC Consultant Ltd.

How would you rate the performance of consultant?

|                                     | Excellent                        | Good                             | Acceptable                       | Needs Improvement                | Not Acceptable                   | N/A                              |
|-------------------------------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|
| 1. Cost Control                     | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            |
| 2. Time Control                     | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            |
| 3. Quality Control                  | <input type="radio"/>            | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            |
| 4. Fulfillment of Planning Brief    | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/>            |
| 5. Organisation of Project          | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>            |
| 6. Crises Management                | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input checked="" type="radio"/> |
| 7. Resourcefulness and Alternatives | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>            |
| 8. Innovativeness                   | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/>            |
| 9. Completeness of Information      | <input type="radio"/>            | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            |
| 10. Sustainable & Green Initiatives | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            |
| 11. Responsiveness/ Time to respond | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            |
| 12. Safety Control                  | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            |
| 13. Overall Performance             | <input type="radio"/>            | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            |

14. Other Comments (Consultants including the sub-consultants)

qwert





## Part IIB: Performance Evaluation for the Quantity Surveyor

Name of Quantity Surveyor: QS Consultant Ltd.

How would you rate the performance of quantity surveyor?

|                                     | Excellent                        | Good                             | Acceptable                       | Needs Improvement                | Not Acceptable                   | N/A                              |
|-------------------------------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|
| 1. Cost Control                     | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            |
| 2. Time Control                     | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            |
| 3. Quality Control                  | <input type="radio"/>            | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            |
| 4. Fulfillment of Planning Brief    | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/>            |
| 5. Organisation of Project          | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>            |
| 6. Crises Management                | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input checked="" type="radio"/> |
| 7. Resourcefulness and Alternatives | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>            |
| 8. Innovativeness                   | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/>            |
| 9. Completeness of Information      | <input type="radio"/>            | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            |
| 10. Sustainable & Green Initiatives | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            |
| 11. Responsiveness/ Time to respond | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            |
| 12. Safety Control                  | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            |
| 13. Overall Performance             | <input type="radio"/>            | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            |

14. Other Comments (Quantity Surveyor)

lkihg





## Part III: Performance Evaluation for the Contractor

Name of Contractor: AA Contractor Co Ltd.

\* How would you rate the performance of the contractor?

|                | Excellent                        | Good                             | Fair                             | Poor                             |
|----------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|
| 1. Cleanliness | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            |
| 2. Safety      | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/>            |
| 3. Progress    | <input type="radio"/>            | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>            |
| 4. Politeness  | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/>            | <input checked="" type="radio"/> |

5. Other Comments (Contractor):

zxcvbn





## Summary Review

**Your Department:**

XX Department

**Your Name:**

Mary Hung

**Your Contact Tel. No.:**

3917 xxxx

**Part I: Performance Evaluation for Estates Office:**

**Quality of services / works provided by Estates Office:**

**Project-in-Charge: Chan Tai Man**

1. Overall Responsiveness (overall response): Exceeding expectation
2. Project Planning: Acceptable
3. Communications: Marginally acceptable
4. Problem Solving: Poor #
5. Project Control: Marginally acceptable
6. Proactiveness: Acceptable
7. Overall Performance (service on this project): Exceeding expectation
8. Other Comments (Project-in-Charge): asdfg

**Part IIA: Performance Evaluation for the Consultant:**

**How would you rate the performance of the consultant?**

**Consultant Name: CC Consultant Ltd.**

1. Cost Control: Excellent
2. Time Control: Good
3. Quality Control: Acceptable
4. Fulfillment of Planning Brief: Needs Improvement
5. Organisation of Project: Not Acceptable
6. Crises Management: N/A
7. Resourcefulness and Alternatives: Not Acceptable
8. Innovativeness: Needs Improvement
9. Completeness of Information: Acceptable
10. Sustainable & Green Initiatives: Good
11. Responsiveness/ Time to respond: Excellent
12. Safety Control: Good
13. Overall Performance: Acceptable
14. Other Comments (Consultants including the sub-consultants): qwert

**Part IIB: Performance Evaluation for the Quantity Surveyor:**

**How would you rate the performance of the quantity Surveyor?**

**Quantity Surveyor Name: QS Consultant Ltd.**

1. Cost Control: Excellent
2. Time Control: Good
3. Quality Control: Acceptable
4. Fulfillment of Planning Brief: Needs Improvement
5. Organisation of Project: Not Acceptable
6. Crises Management: N/A
7. Resourcefulness and Alternatives: Not Acceptable
8. Innovativeness: Needs Improvement
9. Completeness of Information: Acceptable
10. Sustainable & Green Initiatives: Good
11. Responsiveness/ Time to respond: Excellent
12. Safety Control: Good
13. Overall Performance: Acceptable
14. Other Comments (Quantity Surveyor): lkjhg

**Part III: Performance Evaluation for the Contractor:**

**How would you rate the performance of the contractor?**

**Contractor Name: AA Contractor Co Ltd.**

1. Cleanliness: Excellent
2. Safety: Good
3. Progress: Fair
4. Politeness: Poor
5. Other Comments (Contractor): zxcvb

**\*\* Remarks: To **SUBMIT**, please click on the **RIGHT** arrow.  
To edit the project details, please click on the Left arrow.**



- 4) After user(s) completed the report, the system will return an online acknowledgement message and acknowledgement email. The completed report will be recorded in the system.



Thank you for completing the report. Your response has been received.

## Received Project Satisfaction Report Response



eoreport@hku.hk <noreply@qmailserver.com>

To

Reply

Reply All

Dear Mary Hung,

Thank you for completing the Project Satisfaction Report of project: BAW Project at 18/F Kennedy Town Centre.

Your response has been well received and the summary is recaptured as below:

**Your Department:**

XX Department

**Your Name:**

Mary Hung

**Your Contact Tel. No.:**

3917 xxxx

**Part I: Performance Evaluation for Estates Office:**

**Quality of services / works provided by Estates Office:**

**Project-in-Charge: Chan Tai Man**

1. Overall Performance (overall response): Exceeding expectation
2. Project Planning: Acceptable
3. Communications: Marginally acceptable
4. Problem Solving: Poor #
5. Project Control: Marginally acceptable
6. Project Proactiveness: Acceptable
7. Overall Performance (service on this project): Acceptable
8. Other Comments (Project-in-Charge): asdfg

**Part IIA: Performance Evaluation for the Consultant:**

**How would you rate the performance of the consultant?**

**Consultant Name: CC Consultant Ltd.**

1. Cost Control: Excellent
2. Time Control: Good
3. Quality Control: Acceptable
4. Fulfillment of Planning Brief: Needs Improvement
5. Organisation of Project: Not Acceptable
6. Crises Management: N/A
7. Resourcefulness and Alternatives: Not Acceptable
8. Innovativeness: Needs Improvement
9. Completeness of Information: Acceptable
10. Sustainable & Green Initiatives: Good
11. Responsiveness/ Time to respond: Excellent
12. Safety Control: Good
13. Overall Performance: Acceptable
14. Other Comments (Consultants including the sub-consultants): qwert

**Part IIB: Performance Evaluation for the quantity surveyor:**

**How would you rate the performance of the quantity surveyor?**

**Quantity Surveyor Name: QS Consultant Ltd.**

1. Cost Control: Excellent
2. Time Control: Good
3. Quality Control: Acceptable
4. Fulfillment of Planning Brief: Needs Improvement
5. Organisation of Project: Not Acceptable
6. Crises Management: N/A
7. Resourcefulness and Alternatives: Not Acceptable
8. Innovativeness: Needs Improvement
9. Completeness of Information: Acceptable
10. Sustainable & Green Initiatives: Good
11. Responsiveness/ Time to respond: Excellent
12. Safety Control: Good
13. Overall Performance: Acceptable
14. Other Comments (Quantity Surveyor): lkjhg

**Part III: Performance Evaluation for the Contractor:**

**How would you rate the performance of the contractor?**

**Contractor Name: AA Contractor Co Ltd.**

1. Cleanliness: Excellent
2. Safety: Good
3. Progress: Fair
4. Politeness: Poor
5. Other Comments (Contractor): zxcvb

If you have any question, please feel free to contact [eoreport@hku.hk](mailto:eoreport@hku.hk).

Thank you very much.

Project Satisfaction Report System  
Estates Office



5) The system will send a summary of the report to Project Director via email.

## Project Satisfaction Report by End-user(s) (Project Director's Copy)



eoreport@hku.hk <noreply@qemailserver.com>  
To

Reply Rep

Dear Project Director,

An End-user(s) has completed the Project Satisfaction Report of project: BAW Project at 18/F Kennedy Town Centre.

The response has been well received and the summary is recaptured as below:

---

**Your Department:**

XX Department

**Your Name:**

Mary Hung

**Your Contact Tel. No.:**

3917 xxxx

**Part I: Performance Evaluation for Estates Office:**

**Quality of services / works provided by Estates Office:**

**Project-in-Charge: Chan Tai Man**

1. Overall Performance (overall response): Exceeding expectation
2. Project Planning: Acceptable
3. Communications: Marginally acceptable
4. Problem Solving: Poor #
5. Project Control: Marginally acceptable
6. Project Proactiveness: Acceptable
7. Overall Performance (service on this project): Acceptable
8. Other Comments (Project-in-Charge): asdfg

**Part IIA: Performance Evaluation for the Consultant:**

**How would you rate the performance of the consultant?**

**Consultant Name: CC Consultant Ltd.**

1. Cost Control: Excellent
2. Time Control: Good
3. Quality Control: Acceptable
4. Fulfillment of Planning Brief: Needs Improvement
5. Organisation of Project: Not Acceptable
6. Crises Management: N/A
7. Resourcefulness and Alternatives: Not Acceptable
8. Innovativeness: Needs Improvement
9. Completeness of Information: Acceptable
10. Sustainable & Green Initiatives: Good
11. Responsiveness/ Time to respond: Excellent
12. Safety Control: Good
13. Overall Performance: Acceptable
14. Other Comments (Consultants including the sub-consultants): qwert

**Part IIB: Performance Evaluation for the quantity surveyor:**

**How would you rate the performance of the quantity surveyor?**

**Quantity Surveyor Name: QS Consultant Ltd.**

1. Cost Control: Excellent
2. Time Control: Good
3. Quality Control: Acceptable
4. Fulfillment of Planning Brief: Needs Improvement
5. Organisation of Project: Not Acceptable
6. Crises Management: N/A
7. Resourcefulness and Alternatives: Not Acceptable
8. Innovativeness: Needs Improvement
9. Completeness of Information: Acceptable
10. Sustainable & Green Initiatives: Good
11. Responsiveness/ Time to respond: Excellent
12. Safety Control: Good
13. Overall Performance: Acceptable
14. Other Comments (Quantity Surveyor): lkjhg

**Part III: Performance Evaluation for Contractor:**

**How would you rate the performance of the contractor?**

**Contractor Name: AA Contractor Co Ltd.**

1. Cleanliness: Excellent
  2. Safety: Good
  3. Progress: Fair
  4. Politeness: Poor
  5. Other Comments (Contractor): zxcvb
- 

If you have any question, please feel free to contact [eoreport@hku.hk](mailto:eoreport@hku.hk)


Thank you very much.



Project Satisfaction Report System  
Estates Office

6) CCMU will receive an email notification for accessing the system to view the report.

## New Project Satisfaction Report Received



Project Satisfaction Report System <noreply@qemailserver.com>  
To 

 Reply  Rep

Dear CCMU,

A new Project Satisfaction Report by End-user(s) has been received from :  
Project: BAW Project at 18/F Kennedy Town Centre  
Project-In-Charge: Chan Tai Man

The reports are accessible in with link below (HKU portal login required)  
[BFU \(Consultant/Contractor Performance Report \(April 2023 Onward\)\)](#)

Thank you.


Project Satisfaction Report System


7) An email notification will be sent to Rowena Lee for follow up for reports with a “poor” rating.

## Project Satisfaction Report with Poor rating(s)



CCMU <noreply@qemailserver.com>

To  Rowena Lee

 Reply

 Reply /

Dear Rowena,

A new project satisfaction report with poor rating(s) has been received from :  
Project: BAW Project at 18/F Kennedy Town Centre  
Project-In-Charge: Chan Tai Man

The reports are accessible in with link below (HKU portal login required)  
[CCMU \(Consultant/Contractor Performance Report \(April 2023 Onward\)\)](#)

Thank you.

Project Satisfaction Report System