Facility Quality Evaluation
Providing the NAVY & DoD with Higher Quality Facilities

INFRASTRUCTURE CONFERENCE BRIEF
August 2, 2005

Steve Geusic - Engineering Criteria & Programs NAVFAC Atlantic
Robbie Wiksell – Programs & Operations EFD South
Mark Kraynak – Client Liaison NAVFAC HQ
Facility Quality Evaluation (FQE)

Web-based questionnaire and evaluation process used to assess performance and quality of newly constructed facilities based on Client feedback.
Facility Quality Evaluation (FQE)

Web-based questionnaire and evaluation process used to assess performance and quality of newly constructed facilities based on Client feedback

• Measures the quality of the specific facility
• Does not measure project delivery (eClient & Client FACT’s Survey)
• One part of an effective commissioning process

FACQUAL

Web application integrated with NAVFAC Projects Database (eProjects)

FQE Program Manager- Chris Wilkins
NAVFAC Atlantic CI
(757) 322-4307
mark.wilkins@navy.mil
FQE Requirements

- FQE required on:
  - All Military Construction Projects (MILCON)
  - All Sustainment, Restoration, & Modernization Projects > $5M

- Administered 6 to 9 months after Client occupancy (BOD)

- Initiated and Evaluated by the NAVFAC Project Manager (with support from the NAVFAC/Client project team)

"Cradle to grave project management"
FQE Benefits

Primary Benefits

• Use Client feedback to improve quality of **future facilities**
  (Improved Engineering Requirements, Criteria, & Business Processes)

• Client after delivery follow-up

Other Benefits

• Identify and fix if possible, deficiencies that have slipped through the building commissioning process in the **current facility**

• Metrics
FQE in the Bigger Picture

- NAVFAC Strategic Plan, “Client” Section
  – “Post-Delivery” feedback from Clients = FQE

- NAVFAC Con Ops - Section 4 – Client
  – Accountability & communication

- NAVFAC Performance Management System
  – FQE part of 3 pronged approach to Client feedback

- Strong Support from CIBL Leaders
  – CIBL Performance Metric D4
  – CIBL Business Line Plan

- DoD Interest
  – Army Corps of Engineers: No equivalent
  – Air Force - Lots of metrics but none measure “Facility Quality”
    • NAVFAC/AF signed Program Management Plan commits to pursuing FQE
Process

1. **BOD + 6 mo.**
   - PM Creates & Initiates Survey
     - Create Survey in FACQUAL
     - Contact Activity & Maintainence POC's
       - Send Facqual-Generated Email w/ Survey Pass code

2. **4 weeks**
   - Client Self-Administered Web Questionnaire
     - Activity & Maintainence POC's
       - Organize Survey Participants & Disseminates Instructions
     - Clients take Web Questionnaire

3. **2 - 4 weeks**
   - PM Evaluates Survey
     - Assess Responses
       - Clarify results
       - Identify Action Items
     - Resolve Action Items
       - Forward-on Criteria & Business Process Issues

4. **Final Client Report on Web**
   - PM Coordinates Deficiency Correction Activities
   - Criteria Office Evaluates Lessons Learned & Criteria Issues
   - BMS Process Owners Evaluate Process Concerns
1. Business Line: CIBL

2. Program: ANY MILCON
   or
Construction CWE: > $5M

3. Primary BOD: Date + 6mo.

**eProjects Alert**

*Project Manager, Alno, Former Project Manager*

"Project requires a Facility Quality Evaluation (FQE) 6 months after Client Occupancy. Confirm occupancy requirements and initiate FQE via the FQE link"
Create Survey on Home Screen

### FACQUAL Home

<table>
<thead>
<tr>
<th>Project Name</th>
<th>Project Location</th>
<th>Work Order</th>
<th>Survey Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>BASE OPS SUPPORT I</td>
<td>N62995</td>
<td>200286</td>
<td></td>
</tr>
<tr>
<td>1st Facility Quality Evaluation</td>
<td></td>
<td></td>
<td>EVAL</td>
</tr>
<tr>
<td>PRKNG GAR&amp;PERIM SEC UPGRDS</td>
<td>N62995</td>
<td>204236</td>
<td></td>
</tr>
<tr>
<td>QUALITY OF LIFE SUPPORT FACILITIES</td>
<td>N62995</td>
<td>60249</td>
<td></td>
</tr>
<tr>
<td>QUALITY OF LIFE SUPPORT II</td>
<td>N62995</td>
<td>204203</td>
<td></td>
</tr>
</tbody>
</table>

(1 to 4) of 4
## Create Survey Screen

- **Project:** BASE OPS SUPPORT I
- **Location:** N62995
- **Work Order:** 200286
- **Status:** ACCEPTED
- **Survey Type:** 1st Facility Quality Evaluation
- **Public Key Name:** 584B
- **Start Survey:** 04/20/2005
- **End Questionnaire / Begin Evaluation:** 05/20/2005
  - *Typically 30 Days
- **Facility Type:** All Buildings
- **Survey Admin:** Steven Knight
  - **Email:** Steven.R.Knight@navy.mil
- **Phone:** 757-322-8357
- **Maintenance POC:** Steve Gausic
  - **Email:** stephen.gausic@navy.mil
- **Phone:** 757-322-4202
- **Facility User POC:** Chris Wilkins
  - **Email:** mark.wilkins@navy.mil
- **Phone:** 757-322-4200

Select survey for buildings or non-buildings.
Send Notification to POC’s

Survey Details:
- Project: BASE OPS SUPPORT I
- Survey Type: 1st Facility Quality Evaluation (583)
- Status: NEW
- Created by: Steven Knight
- Date Created: 20 April 2005
- Public Key Name: 584B
- Facility Type: All Buildings

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>eMail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Survey Administrator: Steven Knight</td>
<td>757-322-8357</td>
<td><a href="mailto:Steven.R.Knight@navy.mil">Steven.R.Knight@navy.mil</a></td>
</tr>
<tr>
<td>Maintenance POC: Steve Geusic</td>
<td>757-322-4202</td>
<td><a href="mailto:stephen.geusic@navy.mil">stephen.geusic@navy.mil</a></td>
</tr>
<tr>
<td>Facility User POC: Chris Wilkins</td>
<td>757-322-4200</td>
<td><a href="mailto:mark.wilkins@navy.mil">mark.wilkins@navy.mil</a></td>
</tr>
</tbody>
</table>

Edit Dates
- Start Survey: 4/20/05
- End Questionnaire / Begin Evaluation: 5/20/05
- Close Survey: 

Survey Responses (Total Responses: 0 )

<table>
<thead>
<tr>
<th>Survey Key</th>
<th>Responder Type</th>
<th>State</th>
</tr>
</thead>
</table>
Notification Email

Subject: Facility Quality: BASE OPS SUPPORT I

The Naval Facilities Engineering Command (NAVFAC) wants to constantly improve the quality of facilities that we deliver to you. We need project-specific feedback from Clients so that improvements we make are consistent with your needs. We are contacting lead facility users and lead maintenance personnel to help with this evaluation. You have been identified as a key point-of-contact (POC) for the following facility:

BASE OPS SUPPORT I
N62995

Steve Geusic, as a lead POC, we are asking you to identify facility users or staff personnel who might be willing to complete a 20 minute on-line questionnaire about the quality of this facility. We would like to get as many completed questionnaires as possible so please distribute the survey as widely as you can comfortably do so within the facility.

The survey will remain open until May 20, 2005. After that date NAVFAC will begin evaluating the results. Responses will be used to improve criteria and business processes, capture lessons learned, help enforce contract warranty requirements, and resolve as many of your facility issues as we possibly can. In the long run, we expect the Navy and DoD to benefit from facilities that are better designed and constructed. Once the results for your facility are in and evaluated, we will advise you on the recommended course of action for major concerns expressed.

If you can help with this evaluation, please forward this email including the following website link and password to people asking them to fill out the questionnaire. The questionnaire is accessed at http://192.168.128.153/FACQUAL_SURVEY_MX/1000.cfm using the password/public key 584B.

Upon logging in to the website using the public key, users will automatically be issued a private key/password for their individual survey. If you cannot help with this evaluation, please contact Steven Knight at Steven.R.Knight@navy.mil, 757-322-8357 and if possible, suggest an alternate POC to serve in your place.

Thank you! – Team NAVFAC
Take Survey Logon

Welcome to NAVFAC's Facility Quality Evaluation website. We appreciate your help in our continuing efforts to improve the quality of facilities we deliver to our Clients. Thank You! - Team NAVFAC

Please log in using your password/public key

Password / Public Key: [584B]

Login

Version 1.3.3 Copyright 2004 United States Navy, All Rights Reserved. FACQUAL Administrator
Take Survey Greeting

Logon Successful

FACILITY QUALITY EVALUATION

Project Title: BASE OPS SUPPORT I
Location: N62995

The Naval Facilities Engineering Command wants to constantly improve the quality of facilities that we deliver to our Clients. But we need project-specific feedback from our Clients so that the improvements we make are consistent with your needs.

Please take a few minutes from your busy day to tell us how well the facility listed above meets your requirements. The questionnaire takes about 20 minutes to complete, more if you have time to provide narrative comments. Your responses are anonymous unless you choose to list your name. Responses will only be used to improve criteria and business processes while capturing lessons learned associated with this project and others that we build for you. In the long run, we expect you will benefit from facilities that are better designed and better constructed.

You do not have to complete the survey all at one time, nor will it time-out. With your specific passcode, 584B-1, you will be able to access, modify and complete your survey at any time prior to the end date of 20 May 2005.

If you need assistance or have any questions, please contact the survey administrator: Steven Knight.

Thank you very much for your participation!

- Team NAVFAC -
User Profile

Survey Wizard - Identify Your Association

Your private survey key is: 584B-2

Please select your association with the project:
BASE OPS SUPPORT I

- Facility User
- Maintainer
- Visitor/Customer/Designer/Other

Next >>
### Facility Quality Index (FQI) - Metric

A numerical index between 1 & 5 representing overall facility quality (the mean or average of all question results)
On-line Questionnaire

24-66 Questions

Number depends on

Facility Type
- Building
- Non-Building

Responder Profile
- Operational User
- Maintainer
- Other

“Exterior lighting is appropriate for operational requirements”
**FQI Metric**

**Mean**

- **Overall**
- **By Facility Quality Objective (5)**
- **By Facility Feature (21)**

> 3.0 Met or Exceeded Client Expectations

85% - Met or Exceeded Client Expectations
1. Monitor Survey Progress

2. Mark for Evaluation

3. Navigate to Evaluation Module
### Evaluation Module Screen

#### 4-Step Evaluation Process

<table>
<thead>
<tr>
<th>Evaluation For 1st Post-Occupancy Survey</th>
<th>Help</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Project Name:</strong> CONSOLIDATED ARMORY</td>
<td></td>
</tr>
<tr>
<td><strong>Project Location:</strong> M67001 -- MCB CAMP LEJEUNE NC</td>
<td></td>
</tr>
<tr>
<td><strong>Survey Start Date:</strong> Jul 29, 2004</td>
<td></td>
</tr>
<tr>
<td><strong>Survey End Date:</strong> Nov 4, 2004</td>
<td></td>
</tr>
<tr>
<td><strong>Surveys Completed:</strong> 10</td>
<td><strong>Facility Users:</strong> 7</td>
</tr>
<tr>
<td><strong>Surveys Unfinished:</strong> 1</td>
<td><strong>Facility Users:</strong> 1</td>
</tr>
<tr>
<td><strong>Overall Facility Quality Index:</strong> 3.80</td>
<td><strong>Number of High Mean Results:</strong> 37</td>
</tr>
<tr>
<td><strong>(Completed Surveys)</strong></td>
<td></td>
</tr>
<tr>
<td><strong>NAVFAC Average:</strong> 3.78</td>
<td><strong>Number of Low Mean Results:</strong> 18</td>
</tr>
<tr>
<td><strong>Location / UIC Average:</strong> 3.93</td>
<td><strong>Number of Comments:</strong> 0</td>
</tr>
</tbody>
</table>

1. **Step 1 - Review Facility Quality Objectives**
2. **Step 2 - Review Facility Features**
3. **Step 3 - Evaluate Items Exceeding Expectation**
4. **Step 4 - Resolve Client Concerns**
### Review (5) Facility Quality Objectives

**Step 1 - Review Facility Quality Objectives**

<table>
<thead>
<tr>
<th>Facility Feature</th>
<th>1.0</th>
<th>2.0</th>
<th>3.0</th>
<th>4.0</th>
<th>5.0</th>
<th>PERCENT</th>
<th>STD. DEV</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Aesthetics</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Agree</td>
<td>Neutral</td>
</tr>
<tr>
<td></td>
<td>3.56</td>
<td>2.31</td>
<td></td>
<td></td>
<td></td>
<td>55%</td>
<td>34%</td>
</tr>
<tr>
<td><strong>Environment &amp; Health</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Agree</td>
<td>Neutral</td>
</tr>
<tr>
<td></td>
<td>3.80</td>
<td>2.37</td>
<td></td>
<td></td>
<td></td>
<td>57%</td>
<td>34%</td>
</tr>
<tr>
<td><strong>Functionality</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Agree</td>
<td>Neutral</td>
</tr>
<tr>
<td></td>
<td>3.89</td>
<td>2.33</td>
<td></td>
<td></td>
<td></td>
<td>72%</td>
<td>19%</td>
</tr>
<tr>
<td><strong>Maintainability</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Agree</td>
<td>Neutral</td>
</tr>
<tr>
<td></td>
<td>4.03</td>
<td>2.35</td>
<td></td>
<td></td>
<td></td>
<td>71%</td>
<td>24%</td>
</tr>
<tr>
<td><strong>Safety &amp; Security</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Agree</td>
<td>Neutral</td>
</tr>
<tr>
<td></td>
<td>3.89</td>
<td>2.30</td>
<td></td>
<td></td>
<td></td>
<td>61%</td>
<td>33%</td>
</tr>
</tbody>
</table>

- **Current Project Avg.**
- **NAVAC Avg.**
- **Location / UIC Avg.**
## Review (21) Facility Features

### Step 2 - Review Facility Features

<table>
<thead>
<tr>
<th>Feature</th>
<th>1.0</th>
<th>2.0</th>
<th>3.0</th>
<th>4.0</th>
<th>5.0</th>
<th>Mean</th>
<th>Percent Agree</th>
<th>Percent Neutral</th>
<th>Percent Disagree</th>
<th>PERCENT SA</th>
<th>PERCENT AN</th>
<th>PERCENT HD</th>
<th>SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADA Accessibility</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3.67</td>
<td>50%</td>
<td>50%</td>
<td></td>
<td>17</td>
<td>33</td>
<td>50</td>
<td>0</td>
</tr>
<tr>
<td>Access</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3.64</td>
<td>63%</td>
<td>19%</td>
<td>18%</td>
<td>18</td>
<td>45</td>
<td>18</td>
<td>0</td>
</tr>
<tr>
<td>Building Envelope</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4.39</td>
<td>92%</td>
<td>8%</td>
<td></td>
<td>46</td>
<td>46</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td>Electrical</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3.67</td>
<td>67%</td>
<td>16%</td>
<td>17%</td>
<td>17</td>
<td>50</td>
<td>17</td>
<td>0</td>
</tr>
<tr>
<td>Exterior Aesthetics</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3.50</td>
<td>50%</td>
<td>33%</td>
<td>17%</td>
<td>17</td>
<td>33</td>
<td>33</td>
<td>17</td>
</tr>
</tbody>
</table>
Evaluate Items Exceeding Expectations

**Step 3 - Evaluate Items Exceeding Expectation**

### STEP 3 - EVALUATE ITEMS EXCEEDING EXPECTATION (High Mean Review)

<table>
<thead>
<tr>
<th>QUESTION</th>
<th>PERCENT</th>
<th>NUMBER OF RESPONSES</th>
<th>Mean:</th>
<th>Std. Dev.</th>
</tr>
</thead>
<tbody>
<tr>
<td>(38) Spaces provide appropriate privacy to accomplish work.</td>
<td>86%</td>
<td>3 3 1 0 0</td>
<td>4.29</td>
<td>0.7559</td>
</tr>
<tr>
<td>Mean: 4.29</td>
<td></td>
<td></td>
<td></td>
<td>Std. Dev.</td>
</tr>
<tr>
<td>View Comments, Recommendations</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(40) Noise from outside the facility is not a problem.</td>
<td>86%</td>
<td>3 3 1 0 0</td>
<td>4.29</td>
<td>0.7559</td>
</tr>
<tr>
<td>Mean: 4.29</td>
<td></td>
<td></td>
<td></td>
<td>Std. Dev.</td>
</tr>
<tr>
<td>View Comments, Recommendations</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(1) Facility meets our mission &amp; operational requirements.</td>
<td>100%</td>
<td>1 4 0 0 0</td>
<td>4.20</td>
<td>0.4472</td>
</tr>
<tr>
<td>Mean: 4.20</td>
<td></td>
<td></td>
<td></td>
<td>Std. Dev.</td>
</tr>
<tr>
<td>View Comments, Recommendations</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**FILTER**

Mean > 4.0
% Agree > 75%
### Resolve Client Concerns

<table>
<thead>
<tr>
<th>QUESTION</th>
<th>MEAN</th>
<th>CURRENT STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>27 Facility is free of mold and mildew.</td>
<td>3.00</td>
<td>OPEN (ACTION REQUIRED!)</td>
</tr>
</tbody>
</table>

**FILTER**
- Mean < 3.0
- % Disagree > 25%

**All responder comments for that question**

**Problem Statement:**
Interior side of exterior walls have some water staining and mildew. Specifically in the locker areas.

**Proposed Solution (Help):**
Design team will investigate problem on site and recommend a solution.

**Not Complete**

- Client Concern Addressed

Optional - Submit as a Criteria Issue or Lesson Learned
- Send (Report not sent)

Optional - Link to BMS website to report Business Process concern
- Link to BMS

---

*See by Client – Printed on website and report*
How to Respond to Customer Requests

1. Is it a already a contract requirement (construction or warranty) or is it a new requirement?

2. Is it within scope? Is it a need or a desire?

3. Is it within budget?
   - Escalation required?
   - Reprogramming required?

4. Do we have the cash flow to fund it?
   NAVFAC is authorized to spend every available dollar
   Any savings will be rescinded by FMB

5. Do we have a contract vehicle to deliver it?
Resources

Project Manager

- Contact Facility User and Maintenance POC’s to initiate Questionnaire 1 to 3 hours
- Create Survey in FACQUAL 5 minutes
- Periodically Monitor Response Rate in FACQUAL 5 minutes
- Evaluate Results 3 to 5 hours
- Resolve Action items 8 to 16 hours

At 1 to 3 projects per year per PM

12 to 24 hours per project

NAVFAC Midlant - 15 projects/yr < $50k
Site Administrator Workshop  
April 27, 2005

Test Project each FEC  
August 2005

Publish NAVFAC Instruction- Deploy  
October 2005
REPORTS

• **Current Survey**
  - Client Report – web view & printable

• **FQI Comparison Report**

• **Trends Report**

• **Lessons Learned**

• **Criteria**
FACILITY QUALITY EVALUATION

Thank you for participating in the facility quality evaluation for

**P635 BASE OPS SUPPORT 1 at N62995**

The survey period has ended and the initial results are presented below. NAVFAC will be taking steps to evaluate the results and recommend an appropriate course of action that we will share with you in the near future. If you have any questions about the initial results please call Knight, Steven R at 7573228357.

Thank you! – Team NAVFAC

Please select from one of the following reports:

- Results Summary
- Items Exceeding Expectation
- Client Concerns
- Facility Quality Objectives - Summary
- Facility Quality Objectives - Details
- Facility Features - Summary
- Facility Features - Details
- Entire Facility Quality Evaluation Report
- How to Print Reports
- Guide to Interpreting Reports
Results Summary

Surveys Completed: 1  Facility Users: 0  Facility Maintainers: 0  Others: 1

Facility Quality Index (FQI)

<table>
<thead>
<tr>
<th></th>
<th>1.0</th>
<th>2.0</th>
<th>3.0</th>
<th>4.0</th>
<th>5.0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3.26</td>
</tr>
<tr>
<td>Aesthetics</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2.80</td>
</tr>
<tr>
<td>Environment &amp; Health</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3.50</td>
</tr>
<tr>
<td>Functionality</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3.36</td>
</tr>
<tr>
<td>Maintainability</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3.64</td>
</tr>
<tr>
<td>Safety &amp; Security</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3.25</td>
</tr>
</tbody>
</table>

Facility Quality Index (FQI) is the mean value where 5 represents strongly agree and 1 represents strongly disagree. An FQI greater than 3.0 indicates that expectations have been met or exceeded.

Response Distribution by Quality Objective

<table>
<thead>
<tr>
<th></th>
<th>PERCENT</th>
<th>PERCENT</th>
<th>STD. DEV</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>SA</td>
<td>AN</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aesthetics</td>
<td>80%</td>
<td>20%</td>
<td>0</td>
</tr>
<tr>
<td>Environment &amp; Health</td>
<td>50%</td>
<td>44%</td>
<td>5%</td>
</tr>
<tr>
<td>Functionality</td>
<td>45%</td>
<td>40%</td>
<td>14%</td>
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<tr>
<td>Maintainability</td>
<td>54%</td>
<td>37%</td>
<td>9%</td>
</tr>
<tr>
<td>Safety &amp; Security</td>
<td>51%</td>
<td>11%</td>
<td>38%</td>
</tr>
</tbody>
</table>
# Facility Features Summary

## Facility Quality Evaluation

**Project Name:** P635 BASE OPS SUPPORT  
**Project Location/UIC:** N62995  
**FY:** 2004  
**Client Project No:** P635 N62995  
**P Number:** 635  
**Survey Date:** 4/22/2005

### Facility Features Summary

<table>
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<tr>
<th>Feature</th>
<th>Mean</th>
<th>PERCENT</th>
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<th>Std. Dev</th>
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<td>Exterior Aesthetics</td>
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<td>HVAC</td>
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# FQI Comparison Report

<table>
<thead>
<tr>
<th>Project Name</th>
<th>Location</th>
<th>Survey Date</th>
<th>Overall FQI</th>
<th>Facility Quality Objectives</th>
<th>FQI-Facility Features</th>
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<tbody>
<tr>
<td>CRANE/SHRINE HNBG CSP SHOP</td>
<td>Norfolk, VA</td>
<td>06/17/2004</td>
<td>2.30</td>
<td>3.16</td>
<td>3.00</td>
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<td>U.S. JOINT MARITIME INST FAC</td>
<td>Lejeune, NC</td>
<td>03/08/2004</td>
<td>2.99</td>
<td>3.28</td>
<td>3.06</td>
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Average: 3.02 3.03 3.06 3.00 2.96 3.01 2.62 3.03 3.00 3.13 3.16 3.11 2.67 3.04 3.10 2.56 3.03 3.10 3.07 3.17 3.09 3.05 2.98 3.08 3.74 3.07

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**Displayed & Filtered by:**
- Component
- Location
- CATCODE
- Program/Fund Type
- ACQ Strategy
- Date query
Value of FQE

- Understand client’s perception of the completed facility

- Improve NAVFAC’s future capability to perform
  - Project team gets feedback on completed work

- Leave the client with a *lasting impression* that NAVFAC is doing it’s best to help
  - *Client*: “They cared enough to ask”
  - “They cared enough to listen”

“The quality of a facility will be remembered long after everyone forgets we brought the project in on schedule and under budget.”