



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)



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



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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*

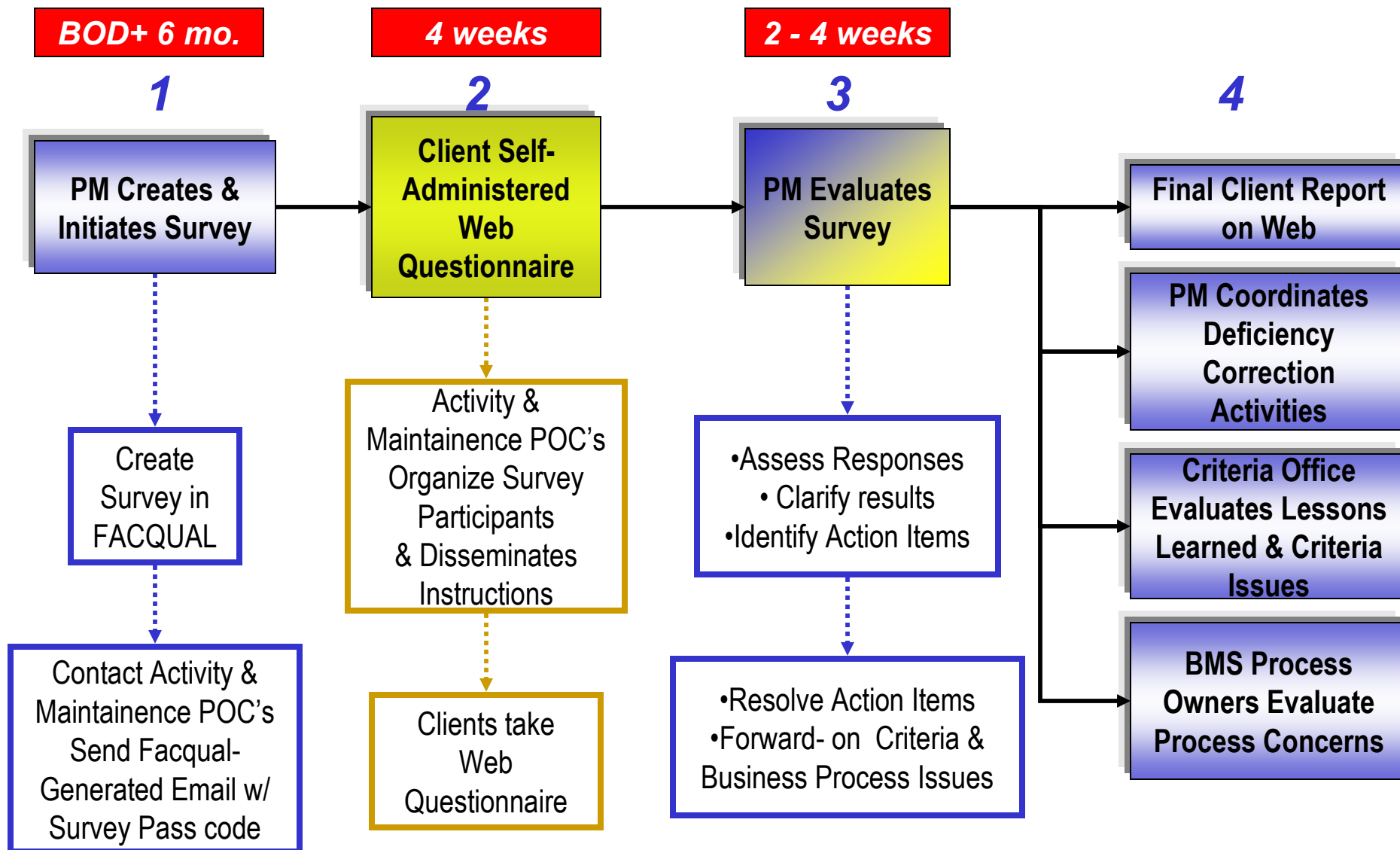


FQE in the Bigger Picture

- **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
-

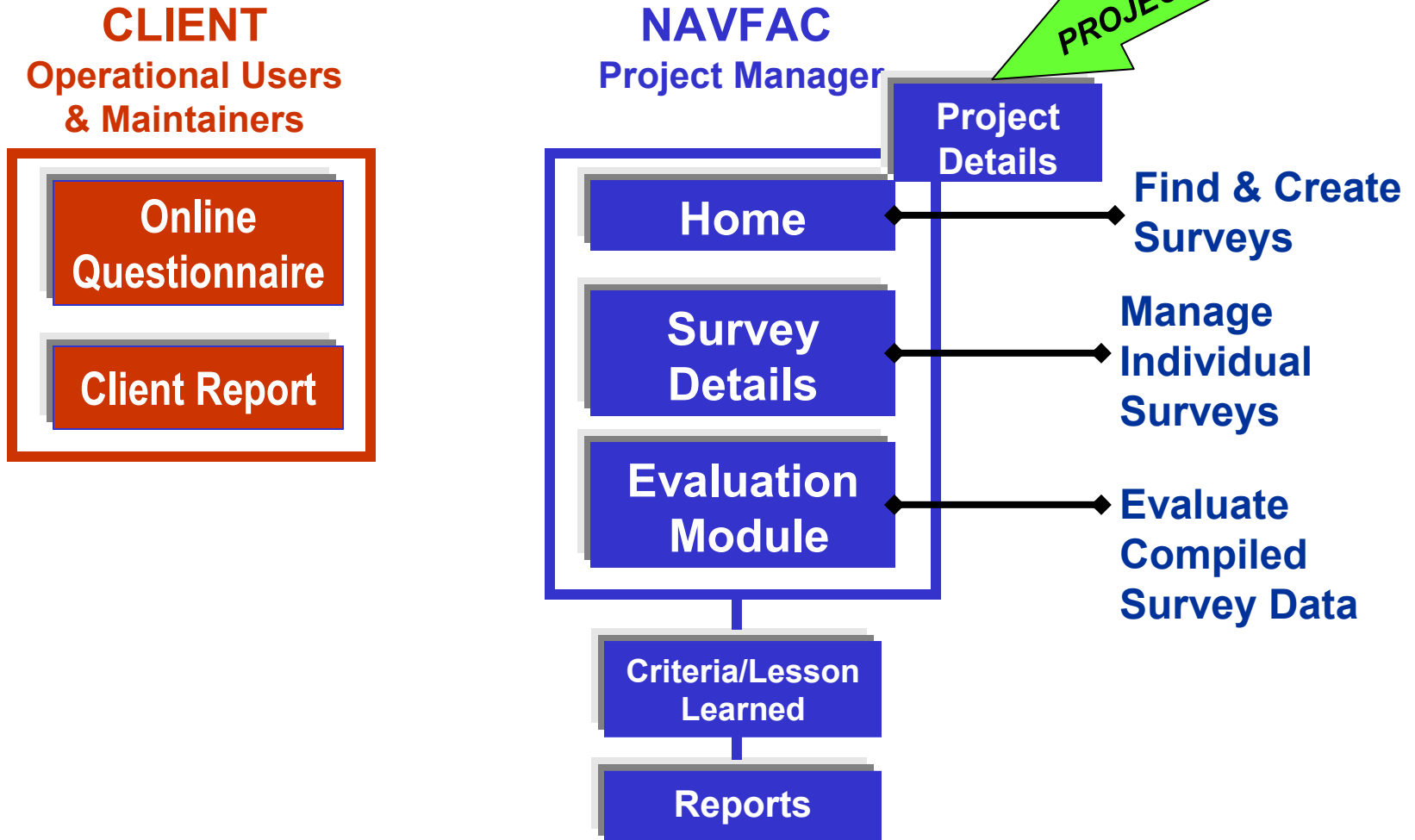


Process





Basic WEB Model





eProjects

- 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"

- ieFACMAN User Data Information
- AppsTest
- eContracts
- Links
- eProjects
 - Project ENV (New Format)
 - Project-RES
 - Project RES (New Format)
 - Inventory RES
 - FACQUAL (FQE)



Create Survey on Home Screen

FACQUAL Home Help

Reports

Show Closed Surveys Show projects only in Component:

Show Only Surveys I Have Created

Show only projects I am a associated with

(1 to 4) of 4



| | Project Name | Project Location | Work Order | Survey Status |
|--|--|---|------------|---------------|
| <input type="button" value="Create Survey"/> | BASE OPS SUPPORT I | N62995 | 200286 | |
| | | 1st Facility Quality Evaluation | | EVAL |
| <input type="button" value="Create Survey"/> | PRKNG GAR&PERIM SEC UGRDS | N62995 | 204236 | |
| <input type="button" value="Create Survey"/> | QUALITY OF LIFE SUPPORT FACILITIES | N62995 | 60249 | |
| <input type="button" value="Create Survey"/> | QUALITY OF LIFE SUPPORT II | N62995 | 204203 | |

(1 to 4) of 4



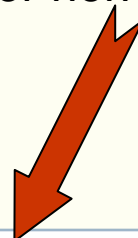
Create Survey Screen

Create Survey [Help](#)

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  20
End Questionnaire / Begin Evaluation: 05/20/2005  20 * Typically 30 Days
Facility Type: All Buildings ▼

Survey Admin: Steven Knight
EMail: Steven.R.Knight@navy.mi
Phone: 757-322-8357
Maintance POC: Steve Geusic
EMail: stephen.geusic@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: [Help](#)

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

[Edit POC Information](#) | [Additional POCs](#)

| | Name | Phone | eMail | |
|------------------------------|---------------|--------------|--------------------------|--|
| Survey Administrator: | Steven Knight | 757-322-8357 | Steven.R.Knight@navy.mil | |
| Maintenance POC: | Steve Geusic | 757-322-4202 | stephen.geusic@navy.mil | <input type="button" value="Send Notification"/> |
| Facility User POC: | Chris Wilkins | 757-322-4200 | mark.wilkins@navy.mil | <input type="button" value="Send Notification"/> |

[Edit Dates](#)

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

Survey Responses (Total Responses: 0)

| Survey Key | Responder Type | State |
|------------|----------------|-------|
|------------|----------------|-------|





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 sa 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



FACQUAL

Login [Help](#)

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:

Version 1.3.3 Copyright 2004 United States Navy, All Rights Reserved. [FACQUAL Administrator](#)



Take Survey Greeting

Logon Successful

[Help](#)

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 -



[Print this Page](#)

Continue



User Profile

Survey Wizard - Identify Your Association [Help](#)

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



On-line Questionnaire

| | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know or N/A |
|--|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|--------------------------------|
| 13 It is easy to find my way around in this facility. Comment: <input type="text"/> | <input type="radio"/> (5) | <input type="radio"/> (4) | <input type="radio"/> (3) | <input type="radio"/> (2) | <input type="radio"/> (1) | <input type="radio"/> (N/A) |
| 14 Facility layout (floor plan) is compatible with our operation. Comment: <input type="text"/> | <input type="radio"/> (5) | <input type="radio"/> (4) | <input type="radio"/> (3) | <input type="radio"/> (2) | <input type="radio"/> (1) | <input type="radio"/> (N/A) |

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

Question Tags

24-66 Questions

Number depends on

Facility Type

- **Building**
- **Non-Building**

Responder Profile

- **Operational User**
- **Maintainer**
- **Other**

Quality Objectives (5)

- **Functionality**
- Health & Environ
- Safety & Security
- Aesthetics
- Maintainability

Facility Features (21)

- Size & Layout
- **Operating Reqmts**
- Landscaping
- Parking
- Noise
- HVAC
- Accessibility (ADA)
- **Lighting**
- Building Envelope
- Electrical
- Plumbing
- Installed Equipment

“Exterior lighting is appropriate for operational requirements”



FQI Metric

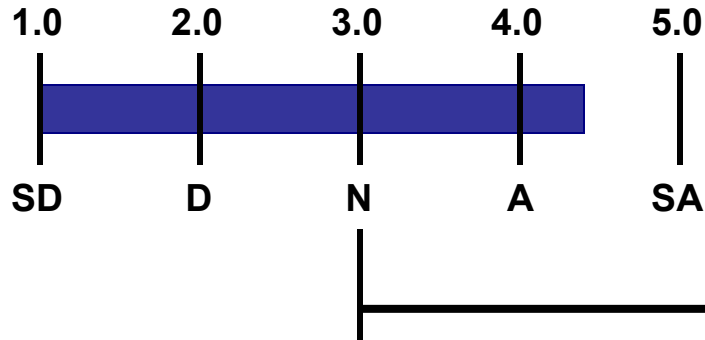
4.42

Mean

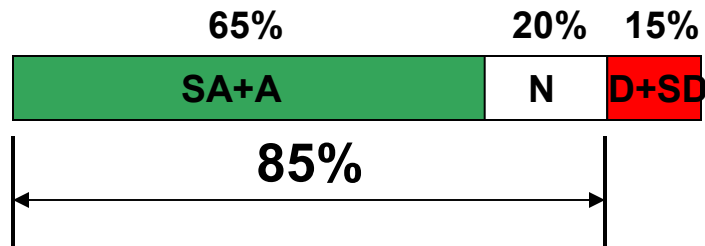
Overall

By Facility Quality Objective (5)

By Facility Feature (21)



> 3.0 Met or Exceeded Client Expectations



85% - Met or Exceeded Client Expectations



Navigate To Evaluation Module

[Home](#) | [Project Details](#) | [Evaluation Module](#) | [Reports](#) |

3. Navigate to Evaluation Module

Survey Details: [Help](#)

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

[Edit POC Information](#) | [Additional POCs](#)

| | Name | Phone | eMail | |
|-----------------------|---------------|--------------|--------------------------|--|
| Survey Administrator: | Steven Knight | 757-322-8357 | Steven.R.Knight@navy.mil | |
| Maintenance POC: | Steve Geusic | 757-322-4202 | stephen.geusic@navy.mil | <input type="button" value="Send Notification"/> |
| Facility User POC: | Chris Wilkins | 757-322-4200 | mark.wilkins@navy.mil | <input type="button" value="Send Notification"/> |

[Edit Dates](#)

| | | |
|---------------------------------------|---------|--|
| Start Survey: | 4/20/05 | |
| End Questionnaire / Begin Evaluation: | 5/20/05 | MARK SURVEY UNDER EVALUATION |
| Close Survey: | | |

Survey Responses (Total Responses: 2)

| Survey Key | Responder Type | State |
|------------------------|----------------|--------|
| 584B-1 | Maintainer | CLOSED |
| 584B-2 | Facility User | IN USE |

2. Mark for Evaluation

1. Monitor Survey Progress



Evaluation Module Screen

4 –Step Evaluation Process

Evaluation For 1st Post-Occupancy Survey

[Help](#)

| | | | |
|--------------------------|-------------------------------|---------------------------|--------------|
| Project Name: | CONSOLIDATED ARMORY | Survey Start Date: | Jul 29, 2004 |
| Project Location: | M67001 -- MCB CAMP LEJEUNE NC | Survey End Date: | Nov 4, 2004 |

| | | | | | | | |
|----------------------------|----|------------------------|---|------------------------------|---|----------------|---|
| Surveys Completed: | 10 | Facility Users: | 7 | Facility Maintainers: | 1 | Others: | 2 |
| Surveys Unfinished: | 1 | Facility Users: | 1 | Facility Maintainers: | 0 | Others: | 0 |

| | | | |
|--|------|-------------------------------------|----|
| Overall Facility Quality Index: | 3.80 | Number of High Mean Results: | 37 |
| (Completed Surveys) | | Number of Low Mean Results: | 18 |
| NAVFAC Average: | 3.78 | Number of Comments: | 0 |
| Location / UIC Average: | 3.93 | | |

- [➔ Step 1 - Review Facility Quality Objectives](#)
- [Step 2 - Review Facility Features](#)
- [Step 3 - Evaluate Items Exceeding Expectation](#)
- [Step 4 - Resolve Client Concerns](#)

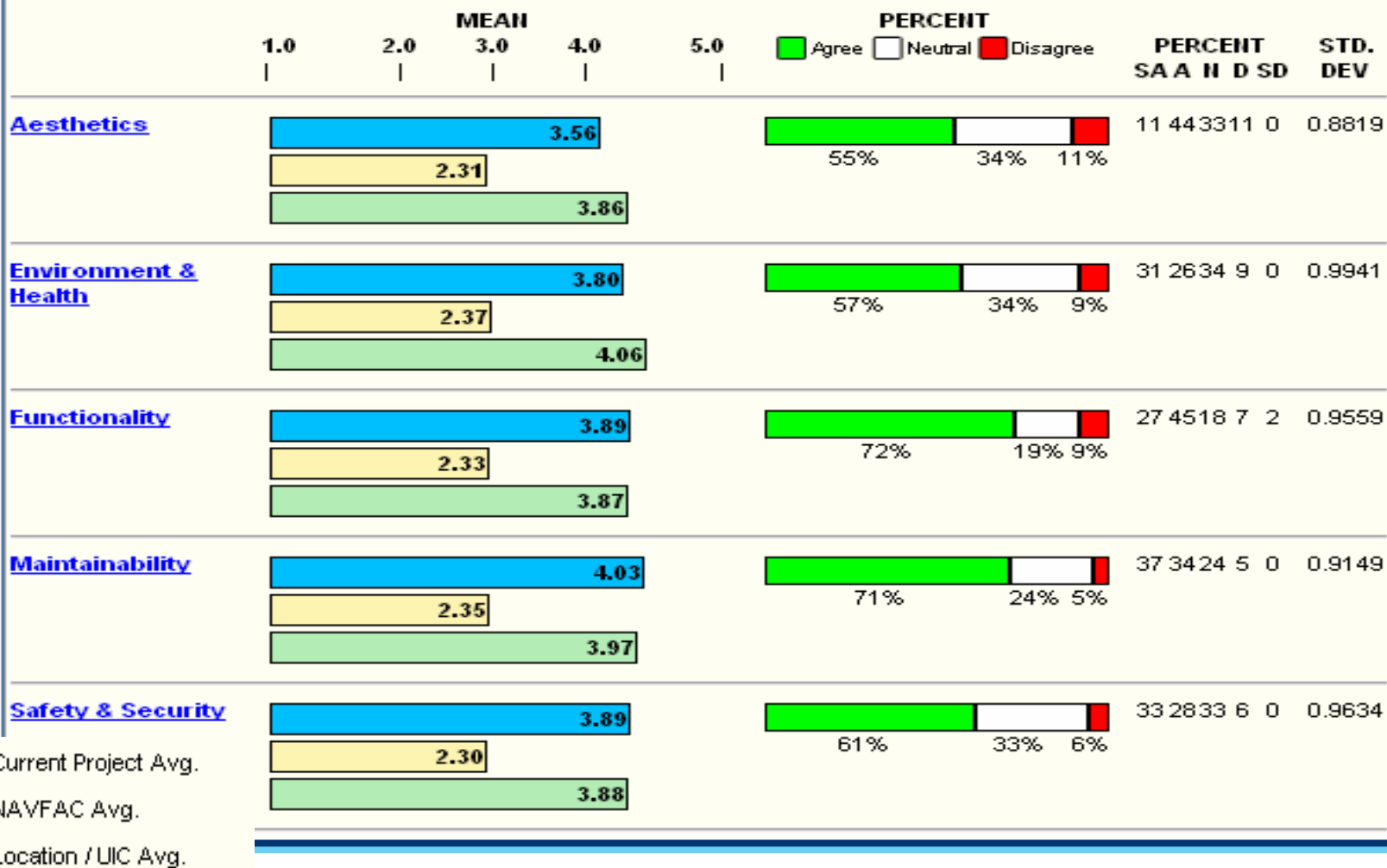
4-step evaluation process



Review (5) Facility Quality Objectives

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

STEP 1 - REVIEW FACILITY QUALITY OBJECTIVES



- Current Project Avg.
- NAVFAC Avg.
- Location / UIC Avg.



Review (21) Facility Features

[Step 1 - Review Facility Quality Objectives](#)

[Step 3 - Evaluate Items Exceeding Expectation](#)

→ [Step 2 - Review Facility Features](#)

[Step 4 - Resolve Client Concerns](#)

STEP 2 - REVIEW FACILITY FEATURES

| | MEAN | | | | | PERCENT | | | PERCENT S A A H D SD | STD. DEV |
|----------------------------|------|-----|-----|-----|-----|---------|---------|----------|-------------------------|-------------|
| | 1.0 | 2.0 | 3.0 | 4.0 | 5.0 | Agree | Neutral | Disagree | | |
| ADA Accessibility | | | | | | | | | 17 33 50 0 0 | 0.8165 |
| Access | | | | | | | | | 18 45 18 18 0 | 1.002 |
| Building Envelope | | | | | | | | | 46 46 8 0 0 | 0.6504 |
| Electrical | | | | | | | | | 17 50 17 17 0 | 1.033 |
| Exterior Aesthetics | | | | | | | | | 17 33 33 17 0 | 1.049 |

- Current Project Avg.
- NAVFAC Avg.
- Location / UIC Avg.



Evaluate Items Exceeding Expectations

[Step 1 - Review Facility Quality Objectives](#)

→ [Step 3 - Evaluate Items Exceeding Expectation](#)

[Step 2 - Review Facility Features](#)

[Step 4 - Resolve Client Concerns](#)

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

| QUESTION | PERCENT | | | NUMBER OF RESPONSES | | | | |
|---|---|----------------------------------|-----------------------------------|---------------------|---|---|---|----|
| | <input checked="" type="checkbox"/> Agree | <input type="checkbox"/> Neutral | <input type="checkbox"/> Disagree | SA | A | H | D | SD |
| (38) Spaces provide appropriate privacy to accomplish work. Mean: 4.29 View Comments Recommendations | 86% | | 14% | 3 | 3 | 1 | 0 | 0 |
| (40) Noise from outside the facility is not a problem. Mean: 4.29 View Comments Recommendations | 86% | | 14% | 3 | 3 | 1 | 0 | 0 |
| (1) Facility meets our mission & operational requirements. Mean: 4.20 View Comments Recommendations | 100% | | | 1 | 4 | 0 | 0 | 0 |

FILTER
Mean > 4.0
% Agree > 75%



Resolve Client Concerns

[Step 1 - Review Facility Quality Objectives](#)

[Step 3 - Evaluate Items Exceeding Expectation](#)

[Step 2 - Review Facility Features](#)

[Step 4 - Resolve Client Concerns](#)

STEP 4 - RESOLVE CLIENT CONCERNS

FILTER
Mean < 3.0
% Disagree > 25%

| QUESTION | MEAN | CURRENT STATUS | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---------|--------------------------------|---------------------|---|---|---------------------|----|--|--|--|-------|---------|----------|----|---|---|---|----|------|--|--|---|---|---|---|---|
| 27 Facility is free of mold and mildew. View Comments PM Notes * | 3.00 | OPEN (ACTION REQUIRED!) | | | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1"> <thead> <tr> <th colspan="3">PERCENT</th> <th colspan="5">NUMBER OF RESPONSES</th> </tr> <tr> <th>Agree</th> <th>Neutral</th> <th>Disagree</th> <th>SA</th> <th>A</th> <th>N</th> <th>D</th> <th>SD</th> </tr> </thead> <tbody> <tr> <td colspan="3">100%</td> <td>0</td> <td>0</td> <td>1</td> <td>0</td> <td>0</td> </tr> </tbody> </table> | | | PERCENT | | | NUMBER OF RESPONSES | | | | | Agree | Neutral | Disagree | SA | A | N | D | SD | 100% | | | 0 | 0 | 1 | 0 | 0 |
| PERCENT | | | NUMBER OF RESPONSES | | | | | | | | | | | | | | | | | | | | | | | |
| Agree | Neutral | Disagree | SA | A | N | D | SD | | | | | | | | | | | | | | | | | | | |
| 100% | | | 0 | 0 | 1 | 0 | 0 | | | | | | | | | | | | | | | | | | | |

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

Seen by Client – Printed on website and report

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



How to Respond to Customer Requests

- 1. Is it 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

12 to 24 hours per project

At 1 to 3 projects per year per PM

NAVFAC Midlant - 15 projects/yr < \$50k



FQE Training and Deployment

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*



Final Client Report Posted

FACILITY QUALITY EVALUATION

Thank you for participating in the facility quality evaluation for
P635 BASE OPS SUPPORT I 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 Graphics

Results Summary

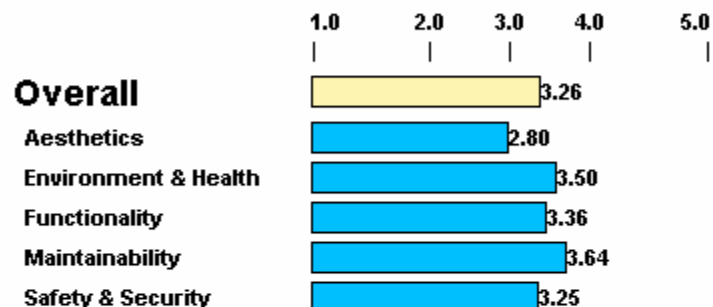
Surveys Completed: 1

Facility Users: 0

Facility Maintainers: 0

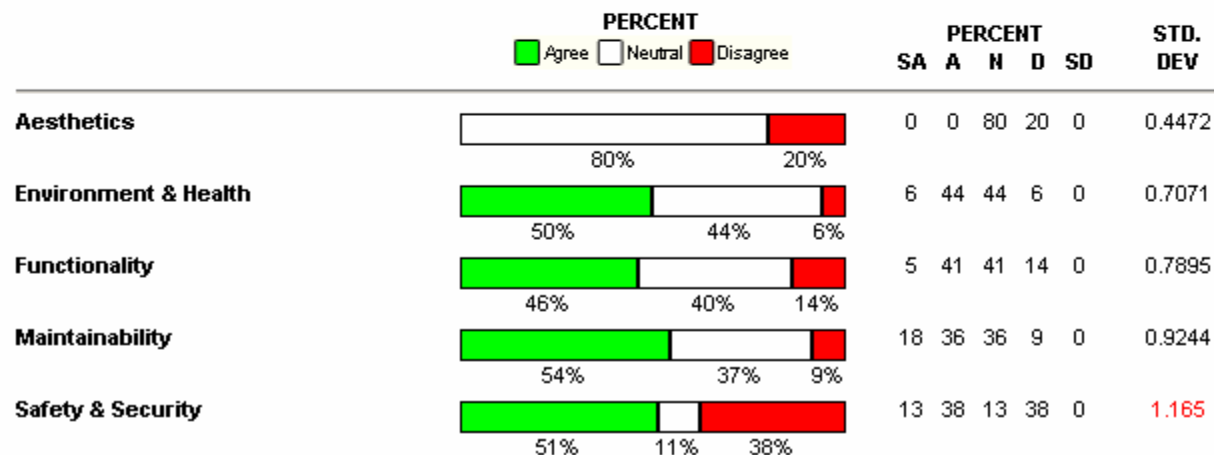
Others: 1

Facility Quality Index (FQI)



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





Facility Features Summary

FACILITY QUALITY EVALUATION

Project Name: P635 BASE OPS SUPPORT I

Project Location/UIC: N62995

FY: 2004

P Number: 635

Client Project No: P635 N62995

Survey Date: 4/22/2005

FACILITY FEATURES SUMMARY

| | MEAN | | | | | PERCENT | | | PERCENT | | | | | STD. DEV |
|----------------------------|--|-----|-----|-----|-----|---------|---------|----------|---------|----|----|----|----|----------|
| | 1.0 | 2.0 | 3.0 | 4.0 | 5.0 | Agree | Neutral | Disagree | SA | A | N | D | SD | |
| ADA Accessibility | ----- ----- ----- ----- ----- 2.33 | | | | | 33% | | 67% | 0 | 0 | 33 | 67 | 0 | 0.5774 |
| Access | ----- ----- ----- ----- ----- 3.11 | | | | | 11% | | 89% | 0 | 11 | 89 | 0 | 0 | 0.3333 |
| Building Envelope | ----- ----- ----- ----- ----- 3.67 | | | | | 50% | | 50% | 17 | 33 | 50 | 0 | 0 | 0.8165 |
| Electrical | ----- ----- ----- ----- ----- 3.50 | | | | | 50% | | 50% | 0 | 50 | 50 | 0 | 0 | 0.7071 |
| Exterior Aesthetics | ----- ----- ----- ----- ----- 2.67 | | | | | 67% | | 33% | 0 | 0 | 67 | 33 | 0 | 0.5774 |
| HVAC | ----- ----- ----- ----- ----- 3.75 | | | | | 75% | | 25% | 0 | 75 | 25 | 0 | 0 | 0.5 |



FQI Comparison Report

| Project Name | Location | Survey Date | Overall FQI | Facility Quality Objectives | | | | | FQI-Facility Features | | | | | | | | | | | | | | | | | | | | |
|----------------------------------|-------------------------------------|-------------|-------------|-----------------------------|----------------------|---------------|-----------------|-------------------|-----------------------|-------------|-------------------|-------------|---------------------|-------------|---------------------|-----------------|-------------------|-------------|-------------|-------------|-------------|------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-----------------------|
| | | | | Aesthetics | Environment & Health | Functionality | Maintainability | Safety & Security | ADA Accessibility | Access | Building Envelope | Electrical | Exterior Aesthetics | HVAC | Installed Equipment | Interior Design | Interior Finishes | Landscaping | Lighting | Location | Noise | Operating Requirements | Parking | Plumbing | Privacy | Safety | Security | Siting | Space (size & layout) |
| CRANE/WGHT HNDLG EQP SHOP | N00181 -- NSY NORFOLK VA | 06/17/2004 | 2.98 | 3.16 | 2.98 | 3.03 | 2.79 | 3.00 | 2.93 | 2.94 | 2.49 | 3.60 | 3.40 | 3.24 | 2.80 | 3.37 | 3.28 | 2.67 | 3.00 | 4.60 | 2.60 | 3.05 | 3.13 | 3.20 | 3.00 | 2.85 | 3.27 | 2.73 | 3.15 |
| US JOINT MARITIME INST FAC | M67001 -- MCB CAMP LEJEUNE NC | 03/08/2004 | 2.99 | 3.28 | 3.06 | 2.88 | 2.81 | 3.26 | 2.53 | 3.18 | 3.00 | 3.05 | 3.13 | 3.02 | 2.77 | 2.77 | 2.64 | 3.47 | 3.05 | 3.20 | 3.33 | 2.63 | 4.07 | 2.55 | 2.60 | 3.25 | 3.20 | 3.53 | 2.82 |
| Average: | | | 3.02 | 3.03 | 3.06 | 3.00 | 2.96 | 3.01 | 2.83 | 3.03 | 3.00 | 3.13 | 3.16 | 3.11 | 2.87 | 3.04 | 3.10 | 2.96 | 3.03 | 3.10 | 3.07 | 3.07 | 3.17 | 3.09 | 3.05 | 2.98 | 3.08 | 3.14 | 3.07 |

DETAILS

| Overall FQI 3.02 | | | | | | | | | | | | | | |
|-----------------------------|------|-----|-----|-----|-----|---------|---------|----------|-----|-----|-----|-----------|-----|------|
| Facility Quality Objectives | | | | | | | | | | | | | | |
| | 1.0 | 2.0 | 3.0 | 4.0 | 5.0 | Percent | PERCENT | | | | | STD. DEV. | | |
| | | | | | | Agree | Neutral | Disagree | SA | A | N | D | SD | |
| Aesthetics | 3.03 | | | | | 39% | 24% | 37% | 20% | 16% | 24% | 18% | 16% | 1.37 |
| Environment & Health | 3.06 | | | | | 39% | 24% | 37% | 21% | 18% | 24% | 20% | 17% | 1.36 |
| Functionality | 3.00 | | | | | 39% | 23% | 39% | 19% | 15% | 23% | 20% | 15% | 1.37 |
| Maintainability | 2.96 | | | | | 38% | 23% | 40% | 18% | 20% | 23% | 21% | 19% | 1.36 |
| Safety & Security | 3.01 | | | | | 41% | 16% | 41% | 19% | 22% | 18% | 22% | 15% | 1.38 |
| FQI-Facility Features | | | | | | | | | | | | | | |
| | 1.0 | 2.0 | 3.0 | 4.0 | 5.0 | Percent | PERCENT | | | | | STD. DEV. | | |
| | | | | | | Agree | Neutral | Disagree | SA | A | N | D | SD | |
| ADA Accessibility | 2.83 | | | | | 34% | 18% | 48% | 15% | 19% | 18% | 30% | 18% | 1.25 |

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.”
