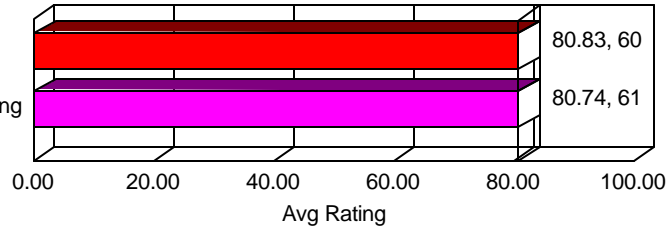


AGREEMENT (AVERAGE RATINGS, COUNTS)

Agree-Survey III

The project manager met deadlines etc.

The project team maintained a good working relationship

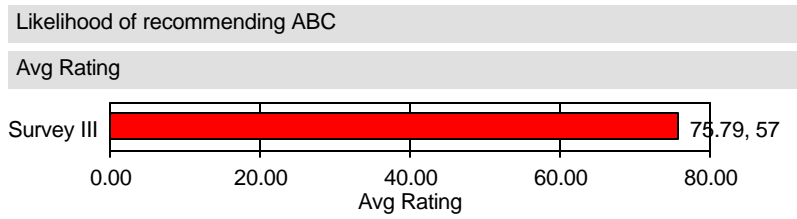


DATA TABLE

| The project manager met deadlines etc. |                |          |          |                   |           |           |            |
|--|----------------|----------|----------|-------------------|-----------|-----------|------------|
|  | Strongly Agree | Agree    | Disagree | Strongly Disagree | No Answer | Totals    | Avg Rating |
| Survey III                             | 38.6% 22       | 49.1% 28 | 8.8% 5   | 1.8% 1            | 1.8% 1    | 100.0% 57 | 81.70      |

| The project team maintained a good working relationship |                |          |          |                   |           |           |            |
|---|----------------|----------|----------|-------------------|-----------|-----------|------------|
|   | Strongly Agree | Agree    | Disagree | Strongly Disagree | No Answer | Totals    | Avg Rating |
| Survey III  | 38.6% 22       | 49.1% 28 | 12.3% 7  | 0.0% 0            | 0.0% 0    | 100.0% 57 | 81.58      |

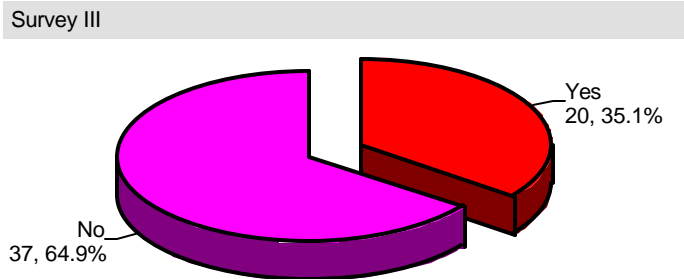
**RECOMMENDATION**  
**(AVERAGE RATING, COUNT)**



**DATA TABLE**

|            | Likelihood of recommending ABC |          |          |        |          |           |           | Totals | Avg Rating |
|------------|--------------------------------|----------|----------|--------|----------|-----------|-----------|--------|------------|
|            | Very High                      | High     | Neutral  | Low    | Very Low | No Answer |           |        |            |
| Survey III | 19.3% 11                       | 52.6% 30 | 19.3% 11 | 5.3% 3 | 3.5% 2   | 0.0% 0    | 100.0% 57 | 75.79  |            |

### ANY UNRESOLVED PROBLEMS?



Are there any unresolved problems...

### EXPLANATIONS

Explain

- Company will be pursuing liquidated damages as a result of the late shipment. The equipment was to ship in September but ended up shipping in December.
- Until the unit is commissioned he has concerns. Otherwise, the customer has no problems.
- He is still waiting to hear whether the impellor is removable? He understands, now, that it in fact it may be and he would like more information.
- Inconsistent work processes associated with the rotor disassemble procedure. He is still waiting for a good procedure.
- Customer is waiting for the final certification of drawings.
- The panels may need to be returned due to design concerns (NCRs). The documentation has not been finalized and it should have been by now. The issue is status quo right now and not moving forward which a problem.
- The service supervisor being relocated overseas to Germany. At this time he has no idea what's happening and will he be able to get the level of service he requires? He would like to see the issue resolved as soon as possible.
- He has asked for specific information on spare parts which he has not received yet. Steam turbine control system components, wants to know what to carry as spare parts? Couple of questions with regard to the Instruction Book and drawings not being there?
- See additional comment section on next page.
- See below.
- There was no packing slip included with the shipment.
- See below.
- Contract performance has not been achieved.
- See comments below for details.
- See comments below for details.
- See detailed comments below.
- The seals were damaged in route from John Crane, the manufacturer of the seals.
- Please see additional comments page.
- He is still waiting for updated instruction manuals. The manuals are now a couple of months late. The reason he thinks they are late is a lack of manpower to get them done. There is also a lot of final data (technical) which needs to be included to complete the manuals.

**SATISFACTION HISTORY**



☐ Project Confidence

**DATA TABLE**

|            | Project Confidence |            |
|------------|--------------------|------------|
|            |                    | Avg Rating |
| Survey 1   | 44                 | 74.63      |
| Survey II  | 52                 | 76.15      |
| Survey III | 57                 | 75.26      |