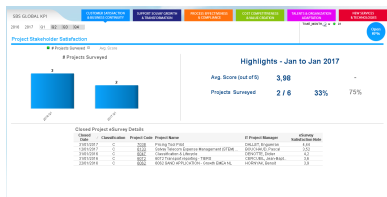


Project Stakeholder Satisfaction



Process Owner

Pieter Ceelen

Project Office Manager

D&PS Expert

Miriam Luttrin

General Description

Satisfaction evaluation on the A,B,C projects closed.

Upon closure of a project, stakeholders who participated in the project will receive an eSurvey for A, B C projects. The project is consider as surveyed as soon as the Project Manager receive a answer to the e-survey.

- Number and % of Project Surveyed for the selected quarter
- Average score for the projects for which a survey was conducted (out of 10)
- Detailed table displays the list of closed projects being surveyed with scoring achieved (out of 10). By clicking on the Project Code, it will open the project within Accolade.

Base on the End_date in Accolade

Target Users

- SBS Management Comitee
- CRM / BRM
- GBU's Directors

Authorization & Rights

All the accesses must be validated by the

SBS General Manager

Access form

Calculation	
Number of Projects Surveyed	Number of projects closed (A,B,C) for which the Project Manager conducted a successful stakeholder satisfaction survey.**If a project with a customer satisfaction score is -1% or -0,5%, they refer to an "irrelevant" project (meaning that the project had been stopped or frozen, etc.). These are not calculated in "projects surveyed"
% Projects Surveyed	Number of projects surveyed versus the number of projects that are subject to be surveyed (total closed A,B,C projects)

Sources	Project Stakeholder Satisfaction
Core query	Accolade
QV query	Accolade
Refresh frequency	Daily - full reload

Scope
• Current year • Y-1