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ARAB ENGINEERING BUREAU

26 PUBLIC SATISFACTION

26.1 GENERAL

26.1.1 Scope

- 1 This Part specifies guidelines for the activities to be performed by Government entities, involved in construction projects, in assessing Public Satisfaction during construction or after completion of the Works.
- 2 Related Sections and Parts are as follows:

This Section
Part 01 Introduction

26.1.2 References

- 1 The following standards are recommended for reference purposes:
ISO 9001 Quality management systems requirements
ISO 10002 Quality management — Customer satisfaction — Guidelines for complaints handling in organizations.

26.1.3 Definitions

- 1 **Contract:** The binding agreement entered into between the parties and the Contractor for the construction of the Works.
- 2 **Contractor:** The party responsible for the construction of the Works.
- 3 **Feedback:** Positive or negative comments and suggestions received from the public or stakeholders.
- 4 **Government Entity:** Any government body / related organization or delegated authority with responsibility for awarding and administering construction projects.
- 5 **Public Satisfaction:** A measure of construction project meeting or exceeding customer expectations.
- 6 **Works:** All works, supplies and services of any kind, including permanent Works and temporary Works, required for the project and to satisfy the requirements of the Contract documents.

26.2 GUIDELINES

26.2.1 During Construction of the Works:

- 1 If the Government Entity receives feedback from the public or any party, during the construction of the Works under the Contract, it shall be forwarded to the Contractor / stakeholder as applicable for any necessary action.
- 2 The method of communication with the Contractor shall be as defined in the Contract.

- 3 The method of communication with the stakeholder shall be as appropriate.
- 4 The Government Entity shall ensure the Contractor / stakeholder actions any feedback issued to them to the satisfaction of the Government Entity.
- 5 Where necessary the Government Entity shall respond formally to the received feedback through appropriate means.

26.2.2 Post Completion of the Works:

- 1 If the Government Entity receives feedback from the public or any party, after completion of the Construction of the Works under the Contract, it shall be forwarded to the applicable authority / stakeholder as applicable for any necessary action.
- 2 At a suitable point after completion of the Works, the Government Entity shall undertake random Public Feedback / Satisfaction surveys to assess Public Satisfaction with the completed Works.
- 3 The surveys shall include where appropriate, questioning the public in person, questionnaires or any other suitable means.
- 4 Any feedback, whether positive or negative, shall be distributed to the applicable authority / stakeholder for any necessary action.
- 5 The Government Entity shall ensure the applicable authority / stakeholder actions any feedback issued to them to the satisfaction of the Government Entity.
- 6 Where necessary the Government Entity shall respond formally to the received feedback through appropriate means.

END OF PART