

	Process Maturity	Reviewer	Excellent	Mature	Fair	Immature
	Sample Questions	Rating	4	3	2	1
C2	How is customer satisfaction measured?	3	Regular surveys are made with customers, metrics are tracked, and mutually agreed upon plans are made for improvements.	Surveys on a regular but infrequent basis with customers; RE/FM reports on results and takes independent action to address priority concerns	Inquires are made on an infrequent basis and no formal customer satisfaction measurement is reported outside of performance results	Informal inquiries are made by management with no structured measurement of customer satisfaction
F4	Does each employee on the account team have training goals that must be met annually?	1	Competencies and skills are defined for each position; individual training plans are set to close gaps; training compliance used in performance appraisals	Target training hours are set but not specific training courses; compliance is a direct input into performance appraisals	Training targets are set (hours and/or courses) and monitored; no direct input into performance appraisals	No formal individual goals/expectations are set for training; training is performed as needed
L1	What statement best describes your contracting practices?	1	Subcontract cost savings initiatives are audited, reported and measured on a scheduled basis	Contracts include both cost reduction incentives and service performance incentives	Number of subcontractors are kept to a minimum by including all facilities within a geographic area	Subcontractor costs are in-line with the scope of services and actual work performed
R1	How sophisticated are your space management systems?	2	Significant workplace redesigns and mobile work force initiatives have already been implemented by an occupancy planning group using our technology	Tracking actual occupancy has been improved by a badging system or other technology; starting to create strategies to track actual occupancy at a detailed level	CAD drawings are updated regularly and our CAFM system allows us to match space with occupants and test the impact of consolidation and other scenarios	CAD drawings are available for all major buildings but updating for changes is a problem