

**RADIAN**  
CORPORATION

N60258.000913  
NSY LONG BEACH  
SSIC # 5090.3  
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Suite 100  
Irvine, CA 92714  
(714)261-8611

3 February 1995

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Mr. Stuart Rubaloff  
Remedial Project Manager  
Naval Facilities Engineering Command  
Southwest Division  
1220 Pacific Highway  
Building 130, Code 1832.SR  
San Diego, CA 92132-5181

Re: Project Performance Appraisal (671-004-21)

Dear Mr. Rubaloff:

We appreciate the opportunity to work with you on the Delivery Order 21 of Contract N68711-92-D-4671 (Long Beach Naval Shipyard YD-258 New Source Review project). At Radian, we recognize that client satisfaction is the most important measure of the quality of our work. Obtaining and responding to client feedback is an integral part of Radian's management approach.

In order to make sure that we are constantly getting feedback from our clients, Radian uses a formal client survey process. This process was designed with two objectives in mind.

- To provide real-time feedback to the project team so that we can respond to this feedback and better serve our clients.
- To provide feedback to our management team so that we can evaluate trends and react accordingly.

Attached is a Project Performance Appraisal to help you comment on the quality of our service. Please take a few minutes to complete these forms for the project mentioned above and return to me in the enclosed self-addressed envelope.

I look forward to your responses.

Sincerely,



Richard R. Beauregard, REA  
Operations Resource Manager

Enclosures

MSH:ev



## PROJECT PERFORMANCE APPRAISAL

Date: 2-2-95

Client: NAVFAC, Southwest Division Phone No: 619-532-3805

Client Contact: Stuart Rubaloff Title: Remedial Project Manager

Address: 1220 Pacific Highway, Building 130

City: San Diego State: CA Zip Code: 92132-5181

Client Contract No: N68711-92-D-4671 Radian Project No: 671-004-21

Project Title: LBNSY YD-258 New Source Review

Radian Program Manager: Massie Hatch

*For each of the following statements about our firm, please rate our performance: NA = not applicable; (1) unacceptable; (2) improvement needed; (3) competent; (4) commendable; (5) exceptional.*

1. You (Radian) are thorough in your approach to project work	NA	1	2	3	4	5
2. You show creativity in your proposed solutions	NA	1	2	3	4	5
3. You are helpful in refining our view of our situation	NA	1	2	3	4	5
4. You are helpful in diagnosing the causes of our problem areas	NA	1	2	3	4	5
5. Your people are accessible	NA	1	2	3	4	5
6. You keep your promises on deadlines	NA	1	2	3	4	5
7. You document your work activities well	NA	1	2	3	4	5
8. Your communications are clear and concise, and professional in appearance	NA	1	2	3	4	5
9. You offer fast turnaround when requested	NA	1	2	3	4	5
10. You listen well to what we have to say	NA	1	2	3	4	5
11. You relate well to our people	NA	1	2	3	4	5
12. You keep me sufficiently informed on progress	NA	1	2	3	4	5
13. You let us know in advance what you're going to do	NA	1	2	3	4	5
14. You notify us promptly of changes in scope, and seek our approval	NA	1	2	3	4	5
15. You give good explanations of what you've done and why	NA	1	2	3	4	5
16. You don't wait for me to initiate everything: you anticipate	NA	1	2	3	4	5
17. You don't jump to conclusions too quickly	NA	1	2	3	4	5
18. You involve us at major points in the project	NA	1	2	3	4	5
19. You make it your business to understand our needs	NA	1	2	3	4	5

***We Appreciate Your Business and Responses!***

(over)

For each of the following statements about our firm, please rate our performance: NA = not applicable; (1) unacceptable; (2) improvement needed; (3) competent; (4) commendable; (5) exceptional.

20. You are up to date on what's going on in our world	NA	1	2	3	4	5
21. You make us feel that our business is important to you	NA	1	2	3	4	5
22. You are an easy firm to do business with	NA	1	2	3	4	5
23. You deal with problems in our relationship openly and quickly	NA	1	2	3	4	5
24. You keep us informed on technical issues affecting our business	NA	1	2	3	4	5
25. You show an interest in us beyond the specifics of your tasks	NA	1	2	3	4	5
26. You have made our people more effective at what they do	NA	1	2	3	4	5
27. You give us good value for our money	NA	1	2	3	4	5
28. Your company will be considered for future projects	NA	1	2	3	4	5
29. You can count on me to recommend your services to others	NA	1	2	3	4	5

30. What is Radian doing well? \_\_\_\_\_

\_\_\_\_\_

31. What does Radian need to do better? \_\_\_\_\_

\_\_\_\_\_

32. Do you have any comments regarding specific individuals working on your project? \_\_\_\_\_

\_\_\_\_\_

33. Other Comments \_\_\_\_\_

\_\_\_\_\_

Client Signature \_\_\_\_\_ Date \_\_\_\_\_

FOR RADIAN USE ONLY

Client Sector No: \*      Technical Service Area No: \*

*We Appreciate Your Business and Responses!*