

ASU Performance Based Contractor Study

ASU Performance Based Studies Research Group General Contractor Performance Information:

General Study Profile for Bill Stacey Construction

Duration of contractor data analyzed by PBSRG: 1993-1995

Year of analysis, verification, and compilation: 1996-1997

Type of survey performed on projects: selected

Types of projects surveyed: Clean room, public, industrial, commercial, manufacturing, residential, specialty

Total number of projects surveyed: 18

Response rate of the survey: 64%

Total value of projects surveyed: \$13,038,000

Maximum value of job size surveyed: \$2,139,104

Minimum value of job size surveyed: \$5,267

Item No.	Criteria	Scale	Averages
1.00 Quality of Workmanship			
1.10	Housekeeping	1 to 10	7.39
1.20	Equipment placement/start-up	1 to 10	7.53
1.30	Minimization of disruption to operations	1 to 10	8.11
1.40	Level of professionalism	1 to 10	8.32
1.50	Professional Appearance	1 to 10	7.95
1.60	Capability to meet specifications	1 to 10	8.47
1.70	Safety of the constructor	1 to 10	8.39
1.71	Number of safety violations	number/job	0
2.00 Effective Scheduling			
2.10	Conformance to Schedule	1 to 10	7.74
2.11	Long lead items performed on time	y/n	79%
2.12	Commitment of subcontractors and suppliers	1 to 10	7.81
2.13	Schedule appropriately updated	1 to 10	8
2.20	Finished project on time	y/n	89%
2.30	Ability to coordinate project	1 to 10	8.28
3.00 Contractor Cooperation			
3.10	Ability to work with architects/engineers/owners	1 to 10	8.67

3.20 Ability to maintain working relationship with owner	1 to 10	8.65
3.30 Knowledge and familiarity with owner's special needs	1 to 10	8.12
3.40 Communication/cooperation with owner and subcontractors	1 to 10	8.35

4.00 Competency Level

4.10 Complexity of job	1 to 10	6.95
4.20 Skill level of Project Team		
4.21 Knowledge and ability to manage entire project	1 to 10	8.33
4.22 Effectiveness of project management meetings	1 to 10	8.19
4.23 Plans meeting in advance to avoid interference	1 to 10	8
4.24 Knowledge of codes	1 to 10	8.5
4.25 Interpretation of drawings	1 to 10	8.37
4.26 Ability to resolve problems	1 to 10	8.53
4.27 Minimization of time lost in resolving problems	1 to 10	8.47
4.28 Pre-construction services	1 to 10	8.11
4.30 Skill level of foreman and craftsman	1 to 10	8.47
4.40 Skill and quality of work provided by chosen contractors	1 to 10	8.18

5.00 Response

5.10 Inquiry—Good use of questions	1 to 10	8.33
5.20 Response to customer needs	1 to 10	8.67
5.30 Warranty work response	1 to 10	8.41
5.40 Change orders	1 to 10	8.18
5.50 Timeliness in updating reports	1 to 10	7.13
5.60 Prompt payment of subcontractors	1 to 10	8.93

6.00 Job Close-out

6.10 Ability to close out project efficiently	1 to 10	8.21
6.20 Quality of finished product	1 to 10	8.84
6.30 Finish within cost expectations	1 to 10	8.11
6.40 Minimization of punch list	1 to 10	8

6.50 Speed and quality of rectifying punch list	1 to 10	8.21
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7.00 Customer Rating of Contractor		
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7.10 Customer satisfaction	1 to 10	8.68
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7.20 Level of trust maintained in contractor by owner	1 to 10	8.65
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7.30 Contractor Fairness on project	1 to 10	8.89
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7.40 Contractor fairness in quantity and cost of change orders	1 to 10	8.78
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7.50 Value of work based on project cost	1 to 10	8.44
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7.60 Ability of contractor to overcome obstacles to betterment of project	1 to 10	8.53
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7.70 Ability of contractor to maximize owner's resources	1 to 10	7.94
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7.80 Rating of contractor's TQM plan	1 to 10	7.67
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