

ENGINEERING & CONSTRUCTION Bulletin

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Type: Policy

Subject: Facility Quality Evaluations**1. Purpose.**

To establish Naval Facilities Engineering Command policy for the deployment of facility quality evaluations using a web-based tool (FACQUAL) for determining Client satisfaction with the quality and performance of completed facilities. The following guidance applies to all Military Construction projects (MILCON) and all Special projects with construction costs over \$5.0 million that NAVFAC executes (typically projects will be Category I and II level of work).

2. Background.

The NAVFAC Strategic Plan and Concept of Operations both highlight the need to assess Client satisfaction with our performance at various stages of product delivery. As the 2005 FacTS Client survey illustrated, one of NAVFAC's lowest rated aspects of the "Client relationship" category was product and service delivery follow up. Learning from our facilities and establishing high facility quality and performance is vital in terms of long term Client satisfaction, mission readiness of Supported Commanders, and facility sustainability.

The specific objectives of the FQE process are:

- a. To provide an assessment from facility users and maintainers on facility performance and features.
- b. To improve the quality of future construction by discerning areas of needed improvement, specifically functionality, health & environment, safety, and maintenance of our facilities.
- c. To show commitment to the Client with after delivery follow-up.
- d. To provide a metric for NAVFAC that will measure facility quality and performance and provide insight on the effectiveness of our design and construction requirements.

3. Definitions.

- a. Facility Quality Evaluation (FQE) – A web-based questionnaire and evaluation process used to assess Client perceived performance and quality of newly constructed facilities and major renovations.
- b. FACQUAL – Website and corresponding application integrated with eProjects and used to enable online data collection and data management of FQE.
- c. Facility Quality Index (FQI) – Compilation of the results of FQE, normalized to quantify facility performance. The FQI is the primary indicator for the Capital Improvements Business Line metric for facility quality.

4. Policy.

a. Requirement. A FQE shall be conducted for all MILCON projects and all Special projects with construction costs of \$5 million or greater with facility occupancy occurring in FY07 and forward. Each NAVFAC Echelon III and IV component shall provide a Site Administrator responsible for oversight, execution, and documentation of the FQE program and generated metrics. The NAVFAC Program Administrator will be responsible for oversight, execution, and documentation of overall NAVFAC FQE program and generated metrics. A list of appointed Site Administrators and the Program Administrator can be found on the NAVFAC BMS under B-12.2 NAVFAC Facility Quality Evaluation Process.

b. Process. 6 months after facility occupancy the NAVFAC Project Manager will be required to perform an FQE. An automatic eProjects alert will aid in notifying the Project Manager when this date occurs. Feedback from facility operational users and maintainers, including Public Works employees, will be sought through the use of an online survey created in FACQUAL. Concerns indicated by survey results will be evaluated and addressed by the Project Manager with support from the project design and construction team.

Detailed documentation of the process and a training tutorial can be found on the NAVFAC BMS under B-12.2 NAVFAC Facility Quality Evaluation Process.

5. Funding.

Program administration will be funded through Design Management Cost Recovery Program (DMCRP). NAVFAC Atlantic and NAVFAC Pacific will each establish a job order number for their components to use to track labor hours for the performance of FQEs.

6. Training.

The component Site Administrators are responsible for socializing the FQE requirement and training of their respective Project Manager communities on the FQE process. The training tutorial available in BMS has proved to be a very effective tool for "self instruction" allowing minimal formal training and guidance on the part of the Site Administrators.

7. Deployment.

This policy is effective immediately.



Steve Iselin, P.E.
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Note: Headquarters, U.S. Marine Corps (Codes LFF and LFL) concur with this ECB.