PPM Customer Satisfaction

Measure Project Customer Satisfaction to Identify Needs and Close Gaps
Your Journey Starts Here.

Measure Customer Satisfaction with Projects

Prioritize Key Issues & Create an Improvement Roadmap

Build Action Plans to Manage Critical Customers

The following report is a sample of what you will receive after completing the PPM Customer Satisfaction program. Each report is customized to the individual organization highlighting the PMO’s most pressing needs.

Complete the diagnostic program to get the data you need to start your customer management journey.
<table>
<thead>
<tr>
<th></th>
<th>Measure Customer Satisfaction with Projects</th>
<th>Once a year, take a step back from day-to-day PMO operations and look at the big picture.</th>
<th>Understand your customers’ satisfaction with and needs from the PMO.</th>
<th>Build your framework for managing &amp; improving security practices over the long term.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Prioritize Key Issues &amp; Create an Improvement Roadmap</td>
<td>Assess how well you are achieving your PPM goals and identify areas for improvement</td>
<td>Remediate gaps in knowledge, alignment, and expectations, and optimize PPM practices</td>
<td>Prioritize quick wins to show your stakeholders that rapid improvement is a priority.</td>
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<tr>
<td>3</td>
<td>Build Action Plans to Manage Critical Customers</td>
<td>Understand satisfaction &amp; needs by department, seniority, and individual.</td>
<td>Work with your most important and most dissatisfied customers to ensure their needs are met.</td>
<td>Empower your team to build relationships with key stakeholders to make the PMO a trusted business partner.</td>
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Project Portfolio Management

Customer Satisfaction

PREPARED FOR:
Barry Cousins, Senior Director, PMO Practice
Info-Tech Research Group

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Data is comprised of feedback from 5 respondents, including: Barry Cousins, Matt Burton, Trevor Bieber, Travis Duncan
These scores express customer satisfaction by department. They represent the arithmetic mean of all customer responses for each department factored by the relative weightings of the relevant response categories.

CUSTOMER SATISFACTION BY CATEGORY

Project Delivery
- Project Delivered On Time: 83% (Weighting: 8.0)
- Projects Delivered On Budget: 83% (Weighting: 5.0)
- Projects Delivered In Scope: 83% (Weighting: 9.0)

Capacity
- IT as a Bottleneck: 83% (Weighting: 9)
- IT Capacity: 83% (Weighting: 8)
- IT Value Contribution: 83% (Weighting: 9)

Project Management
- Quality: 83% (Weighting: 8)
- Communication: 83% (Weighting: 7)
- Productivity: 83% (Weighting: 4)
- Agility: 83% (Weighting: 6)

Project Cancellation
- Avoidance of Cancelled Projects: 83% (Weighting: 10)
- Handling of Cancelled Projects: 83% (Weighting: 8)

Customer Management
- Clarity of Business Goals: 83% (Weighting: 10)
- Analysis of Requirements: 83% (Weighting: 5)
- Involvement in Testing: 83% (Weighting: 5)
- Leadership in Change Communication: 83% (Weighting: 7)

Alignment
- Strategic Alignment: 83% (Weighting: 8)
- Alignment with Operational Goals: 83% (Weighting: 6)

CUSTOMER SATISFACTION BY DEPARTMENT

These scores express customer satisfaction by department. They represent the arithmetic mean of all customer responses for each department factored by the relative weightings of the relevant response categories.

CUSTOMER SATISFACTION BY DEPARTMENT

Portfolio Owner
- Portfolio Owner Satisfaction: 83%
- Customer Satisfaction: 63%

Research
- Research Sales: 68%

Sales
- Research Sales: 68%

Evaluate PMO performance across 6 areas and 18 sub-areas and see where the biggest alignment gaps are. Determine which areas require improvement and use this report to help you get there.

See overall PMO satisfaction and compare customer satisfaction with Portfolio Owner self-assessment.
These scores express customer satisfaction for all departments. They represent the arithmetic mean of all customer responses for each department factored by the relative weightings of the various response categories.

See PMO satisfaction at a glance by department, and compare it with the Portfolio owner. Identify dissatisfied departments and work with them to better meet their needs.

63% Research
68% Sales
83% Portfolio Owner
Despite the movement towards Agile, customers still think about the three constraints model of time, cost, and scope. IT capacity contributes. Services look to IT for the value they expect. Rather than simply delivering technology, IT needs to contribute to the overall strategy. To what extent are project teams aware of broader implications of their project results? How satisfied are you that project teams are getting the customers engaged in the appropriate amounts of testing and validation of the project deliverables? Leadership in Change Communication

**PROJECT DELIVERY**

- Our project is delivered on time.
- Our projects are delivered without exceeding the original budget estimate.
- Our projects are delivered within the intended scope of results.

**CAPACITY**

- IT as a Bottleneck
- IT Capacity
- IT Value Contribution

**PROJECT CANCELLATION**

Cancelled project costs are the purest form of resource waste.

**AVOIDANCE OF CANCELLED PROJECTS**

- "How satisfied are you that the organization minimizes spending if projects get cancelled before completion?"
- "How satisfied are you that project goals are clearly stated by the customer and understood by the project teams?"

**HANDLING OF CANCELLED PROJECTS**

- "How satisfied are you that the organization keeps spending time and money as early as possible if projects are cancelled?"
- "How satisfied are you that the customer takes the lead in communicating the rational, timing, and impact of project-related changes?"

**ALIGNMENT**

- Strategic Alignment
- Alignment with Operational Goals

**PROJECT MANAGEMENT**

- Overall, how satisfied are you with the quality of project results?
- Overall, how satisfied are you with the quality of project communications?
- Overall, how satisfied are you with the productivity of your project teams?
- Overall, how satisfied are you with the agility of project teams when the scope, resourcing, or timing of projects needs to change?

**SATELLITE CANDIDATES**

- Customer satisfaction and managementparadigm.
- Agility of project teams.
- Communication is fundamentally about understanding and prioritizing.

**DEPARTMENT SCORE**

Compared to all department score of: 64%

**Satisfaction with PPM Practices**

- Dashboards
- Customer Satisfaction All Departments
- Customer Satisfaction and Feedback By Department
- Scoring Methodology
Barry Cousins

Watching resources get stolen by purely administrative work (i.e. call booking), which increases at the exact time we need focus on the projects because the rest of the organization has constraints.

If we formalize the PPM practice and roles, we’ll find out that it costs very very little to size this appropriately for our practice.

Get prescriptive feedback from your customers. Use pain points and opportunities to guide your improvement initiatives.
**PROJECT DELIVERY**

Despite the movement towards Agile, customers still think about the three-constituent model of time, cost, and scope.

**Project Delivered On Time**
- Weighting: 8
- "Our project is delivered on time"?
  - Port. Owner
    - Very satisfied: Strongly agree
    - Very dissatisfied: Strongly disagree

**Projects Delivered On Budget**
- Weighting: 5
- "Our projects are delivered without exceeding the original budget estimate"?
  - Port. Owner
    - Very satisfied: Strongly agree
    - Very dissatisfied: Strongly disagree

**Projects Delivered In Scope**
- Weighting: 9
- "Our projects are delivered within the intended scope of results."
  - Port. Owner
    - Very satisfied: Strongly agree
    - Very dissatisfied: Strongly disagree

**CAPACITY**

Capacity is a fundamental driver of throughput, satisfaction, and value.

**IT as a Bottleneck**
- Weighting: 9
- "To what extent is your group constrained by IT from reaching its strategic goals?"
  - Port. Owner
    - Very satisfied: Very uncommitted
    - Very dissatisfied: Very constrained

**IT Capacity**
- Weighting: 8
- "To what extent are you satisfied with your ability to get IT capacity to complete projects?"
  - Port. Owner
    - Very satisfied: Very satisfied
    - Very dissatisfied: Very dissatisfied

**IT Value Contribution**
- Weighting: 9
- "To what extent are you satisfied with the value IT delivers on completed projects?"
  - Port. Owner
    - Very satisfied: Very satisfied
    - Very dissatisfied: Not at all satisfied

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**PROJECT CANCELLATION**

Cancelled project costs are the purest form of resource waste.

**Avoidance of Cancelled Projects**
- Weighting: 10
- "How satisfied are you that the organisation stops spending time and money as early as possible if projects are cancelled?"
  - Port. Owner
    - Very satisfied: Very satisfied

**Handling of Cancelled projects**
- Weighting: 8
- "How satisfied are you that the organisation limits the damage before the project is cancelled?"
  - Port. Owner
    - Very satisfied: Very satisfied

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**PROJECT MANAGEMENT**

Effective project delivery revolves around clear communication, prudent prioritisation, and realistic expectations. Ensure that your funding goals are properly aligned with the level of resources.

**Quality**
- Weighting: 8
- "Overall, how satisfied are you with the quality of project results?"
  - Port. Owner
    - Very satisfied: Very satisfied

**Communication**
- Weighting: 7
- "Overall, how satisfied are you with the quality of project communications?"
  - Port. Owner
    - Very satisfied: Very satisfied

**Productivity**
- Weighting: 4
- "Overall, how satisfied are you with the productivity of your project teams?"
  - Port. Owner
    - Very satisfied: Very satisfied

**Agility**
- Weighting: 6
- "Overall, how satisfied are you with the agility of your project teams when the scope, resourcing, or timing of projects needs to change?"
  - Port. Owner
    - Very satisfied: Very satisfied

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**DEPARTMENT SCORE**

Satisfaction with PPM Practices

**63%**

Compared to all department score: 64%
<table>
<thead>
<tr>
<th><strong>What is your most pressing pain point regarding project portfolio practices?</strong></th>
<th><strong>What is the greatest opportunity to improve the effectiveness of project portfolio management practices?</strong></th>
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<tbody>
<tr>
<td><strong>Matt Burton</strong></td>
<td>Streamlining &quot;feeding the portfolio&quot;. Having current or past projects streamlined gives insightful data back and help to shape future projects.</td>
</tr>
<tr>
<td><strong>Travis Duncan</strong></td>
<td>Too much demand, not enough resources.</td>
</tr>
<tr>
<td><strong>Travis Duncan</strong></td>
<td>PMI training.</td>
</tr>
</tbody>
</table>